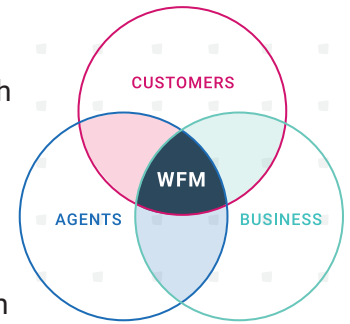


Optimize customer experience, agent satisfaction, and cost control

Workforce management (WFM) enables contact centers to [optimize the balance between three forces - customers, agents, and costs](#) - simultaneously improving each outcome. It's all about optimization that puts the right number of agents in the right places at the right times - to do the right things.

Some contact centers try to do WFM using spreadsheets, but this approach has [major limitations](#). It doesn't let you accurately predict volumes or build agent schedules that efficiently and consistently match supply and demand. It's weak when it comes to managing in real-time and engaging agents in the planning process. injixo presents a better alternative.








injixo: Not just another WFM application

Not all WFM applications are created equal. Some are high in price. Some require on-premises installation. Some need a heavy IT project. Some provide support from offshore locations.

injixo provides comprehensive WFM functionality and harnesses the power of AI in the cloud - backed up by a team of local experts in each country. Customers report significant improvements in customer service, agent turnover, and operating costs. And, thanks to its competitive pay-per-use pricing, injixo offers very rapid return on investment.

Key Features

- 
Forecasting: Use AI-based algorithms to accurately predict workload for all channels - such as calls, emails, web-chat - up to a year in advance.
- 
Scheduling: Leverage powerful optimization algorithms to easily create schedules that match supply and demand while accounting for shift flexibility and contractual obligations. Plus, you can plan meetings, training, and other exceptions at the optimum time.
- 
Real-time Management and Adherence Monitoring: Enjoy a clear view of volume spikes, absences, schedule adherence issues, and other key metrics. Apply power tools that enable you to quickly and effectively react to deviations that impact your plan.
- 
Employee Engagement: Empower your contact center agents with a self-service portal. Your agents can view, swap, and bid for shifts - as well as book time off and view co-worker activity - anytime, anywhere, from any device.
- 
Reporting & Analytics: Create customized dashboards and run comprehensive pre-configured reports. And build advanced custom reports with the injixo API.


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“It is so easy to use. Anybody can watch the videos, go to the knowledge base, ask the experts. Within days, you can become confident user of the system.”

Timothy Milburn
 Planning Manager
 injixo WFM customer
 Mobility Services

”

“The collaboration with the injixo team is brilliant! Working with injixo feels like we are all on one team.”

Ian Halliwell
 Planning & Scheduling Lead
 injixo WFM customer
 Healthcare

”

“In my career, I’ve worked with a lot of vendors... injixo has one of the best and most attentive support networks I’ve ever worked with.”

Paul Gerads
 WFM Specialist
 injixo WFM customer
 Banking

Key Benefits

Accurate forecasts made easy:

Let our built-in AI algorithms predict demand with industry-leading accuracy with almost zero effort.

Omnichannel coverage:

Go beyond calls and be where your customers need you. Welcome to staffing calculations for the omnichannel world of email, chat, and social media.

Multi-skill scheduling without the pain:

Tap into our patented multi-skill scheduling algorithm to unlock valuable pooling efficiencies without high setup and maintenance effort.

Save the day in real-time:

Find the insights you need when actual results deviate from plan and take effective corrective action, fast.

Up to speed in record time:

Get support from local experts who have experienced the same challenges as you. And benefit from our proven onboarding program to become an injixo power user in no time.



Join an injixo WFM expert for a custom walkthrough based on your workforce management needs.

[Book your Demo](#)