

# WFM Adapter for Salesforce

## Leverage the Power of your WFM system for Salesforce Interactions

The most important investment for your contact center is your people. Keep your agents happy by effectively staffing your contact center, managing operations, and improving the agent experience with the WFM Adapter for Salesforce. This adapter allows contact centers to leverage the power of their WFM system for Salesforce interactions.

## Improve Service Levels, Optimize Resources, and Improve Agent Satisfaction with WFM Adapter for Salesforce

Enhance service levels, optimize resources, and improve agent satisfaction with comprehensive historical and real-time information about Salesforce interactions available in your WFM system. This cloud-based software aggregates Salesforce interaction data into the historical and RTA formats required by your NICE, Aspect, Verint, or Calabrio WFM product.

The WFM Adapter for Salesforce supports Salesforce Service Cloud Cases and Chats through Salesforce Omni-Channel. It provides agent and queue metrics at regular intervals and instant agent state changes. The software also includes a robust, configurable design to allow for rapid setup and ongoing changes.

### Improve Service Levels

Schedule the right agents, at the right time, and empower your managers with historical reporting on agent and queue metrics.

### Optimize Resources

Ensure your contact center is effectively staffed, create accurate and timely forecasts, and make adjustments to schedules at any time.

### Drive Key Metrics

Improved business efficiencies and optimized scheduling leads to happier agents, more satisfied customers, and lower operating costs.



# Product Features

- Supports Salesforce Cases and Chats routed through Salesforce Omni-Channel
- 100% Omni-Channel routing for reporting alignment
- Supports queue- and skills-based routing
- Provides agent and queue reports at regular intervals
- Enables managers to produce accurate schedules and make necessary adjustments
- Sends RTA data every 3 seconds enabling WFM managers to ensure agents are working as planned
- An easy-to-use web interface allows an administrator to choose which agents and queues to report on, service level thresholds, report intervals, and much more
- Off-the-shelf software design allows you to easily plug-and-play and is installed in the cloud in less than 1 hour
- No client data is stored in the product, only aggregate information is kept for reporting purposes
- Tested before each Salesforce release to ensure on-going compliance and operability



## About Avtex

Avtex, A TTEC Digital company, is a full-service Customer Experience (CX) consulting and solution provider focused on helping organizations create better experiences for their customers. With an unparalleled breadth of knowledge and experience, and partnerships with leading technology vendors like Microsoft and Genesys, we are uniquely suited to address any CX challenge.

Our portfolio of solutions and services supports our unique approach to Customer Experience, which includes two key phases to achieving CX Transformation.

- Our **CX Design** solutions and services aid in the process of defining and improving CX. From journey mapping to CX design thinking, we provide the support you need to set the foundation for CX success.
- Our **CX Orchestration** solutions and services enable the realization of your CX strategy through people, processes and technology. From technology implementation to training, we ensure you have the capabilities to execute your CX strategy.