WORKFORCE ENGAGEMENT MANAGEMENT
ENGAGING AGENTS.
IMPROVING PRODUCTIVITY.

Keeping up with the rapidly evolving demands of customers requires that your business adapt faster than ever before through the power of data and the cloud. ConvergeOne enables you to boost your contact center performance and results by driving higher levels of agent engagement, retention, and productivity.

EMPOWERING AGENTS

Our Workforce Engagement Management solutions enable you to apply actionable insights to empower and manage agents with a powerful suite of workforce optimization and management tools, automate and improve quality and compliance management, and enable agents to deliver personalized customer experiences across all channels. New technological advancements impact contact center operations and improve agent communication, effectiveness, and job satisfaction. The emergence of voice IVAs and chatbots are the main drivers of contact center innovations. The key is to link all these together so they are self-aware and can maintain the context of the conversation. The contact center engages and supports you in ways that are enabled by live engagement and agents utilizing tools driven by AI and high confidence levels while maintaining data-driven intelligence to automate tasks and improve overall agent and customer satisfaction.

CONVERGEONE WORKFORCE ENGAGEMENT MANAGEMENT

ConvergeOne Workforce Engagement Management (WEM) solutions deliver tools you need for your agents to thrive and enjoy their work, improve productivity, boost employee performance and as a result, achieve business goals. WEM includes quality monitoring, liability recording, coaching and eLearning, performance management, surveying, and speech analytics. The solution brings together and reports on many different functions within the enterprise and delivers actionable insights that can help optimize the call center as well as the back office. Our capabilities include advisory, design, deployment, integration, migration, training, employee adoption and management services to optimize our customer's existing WEM solution and ensure the benefits of the solution is realized. WEM provides multiple deployment options – public, hybrid, and on premises – and are tailored to the needs our customers.

- **Workforce Engagement Management Suite as a Service** is package or suite that can be hosted in a public cloud environment or in a C1CX data center and includes any combination of WEM applications required by the customer. The customer pays on an ongoing basis to access their secure, private WEM instance as a service which is run on a multi-tenant scalable platform and built-in on-the-fly scale, redundancy, disaster recovery, and on-demand 24/7 service, so users can focus on their business and not their internal IT queues and administration. SaaS solutions are always provided on the latest version so big upgrade budget requests and operation disruption become a thing of the past. This is typically the most effective of all the cloud models.

- **Workforce Engagement Management Suite Services** are all the services, both fixed fee and on-going, that are included in a per agent / per month price. Fixed fee services may include core system implementation, individual component implementation, training or delta training, database migration etc. Services that may be included in the monthly cost are commonly referred to as managed services and may include 24/7 break fix support, proactive alarm monitoring (OnGuard), monthly system reporting, quarterly health check, monthly audits for named agent counts, training services advice line, WEM patching, MS Windows and SQL patching, monthly MAC requests per and SRM.

- **Workforce Engagement Management Suite Software & Maintenance Resale** refers to the on-going cost per agent based on the software bundle or ala carte software that is installed and used on a monthly basis or sold perpetually (meaning the customer owns the software). When the customer choses to use a traditional enterprise software license model then annual maintenance is normally applied and billed. In a cloud or SaaS model the maintenance is included in the monthly cost. Maintenance in either case includes 24/7 support for break-fix based on SLAs.

BENEFIT FROM OUR WORKFORCE ENGAGEMENT AND OPTIMIZATION EXPERTISE

- 20+ years of Workforce Engagement Management experience and expertise
- Calabrio Select Partner 2022
- NICE Preferred Partner 2022
- Verint Premier Partner 2022

HELPING CUSTOMERS

A customer needed help resolving a workflow constraint and complicated automation issue. They were receiving more than 20,000 invoices in 100 different formats every month that needed to be fed onto various applications. ConvergeOne implemented a Robotic Process Automation (RPA) Proof of Concept that completely automated the process of generating the Customer Constraint Reports and proved that ConvergeOne could effectively manipulate the customer's systems, automate the processes, save time, reduce labor requirements, and reduce errors. RPA replicated the employee actions, saved time, reduced errors and cost, provided faster response times, and allowed their staff to focus on higher value activities.

80

2021
Net Promoter Score

ConvergeOne

LEAVE THE DETAILS TO US

Arm your agents with the tools they need to better serve your customers. WEM delivers actionable insights that can help optimize contact centers and the back office.

convergeone.com/solutions/customer-experience/workforce-engagement-management