



# WFM software must-haves



There are lots of WFM applications on the market. At first glance, they all look pretty similar. On closer inspection, it becomes clear that different applications have subtly different features and functions. The question is, which features are nice-to-haves, and which are must-haves?

## ☐ **AI-based forecasting**

Software that uses artificial intelligence to generate forecasts is becoming the industry standard. Even better if it is super-accurate, can forecast down to interval level for many months ahead and requires almost no setup.

## ☐ **Omni-channel planning**

Your customers can now choose how to contact you: by phone, email, web chat, social media, or support ticket. You need a WFM application that lets you easily and efficiently forecast and schedule for all channels.

## ☐ **Easy-to-use multi-skill scheduling**

Got a multi-skilled workforce and skills-based routing? You need a WFM application that lets you quickly build schedules that unlock all the 'pooling efficiencies' without huge setup effort every time you change your routing.

- ☐ **Comprehensive real-time management**  
You need real-time adherence monitoring that you can configure your way. And real-time dashboards that reveal deviations between plan and actual so you can react quickly and effectively when things start to go wrong.
- ☐ **Agent engagement via smartphone**  
Agents expect to have a say in the planning process. They expect to have self-service options, 24/7. And they expect it all on their smartphones: calendar integration and managing time-off, shift swaps, shift bidding, and more.
- ☐ **Local expert support**  
Ask vendors about the people that will be supporting you. Where are they based? How much first-hand experience do they have? Training, onboarding, consulting, and support are as important as software. Ask about documentation, too.
- ☐ **Flexible, affordable, scalable**  
Look for vendors with monthly pay-per-use billing. WFM software can't be one-size-fits-all, so look for products with multiple price/functionality plans. They can grow with you, and you won't need a disruptive migration project later on.
- ☐ **No technology dead-ends**  
Ask vendors to confirm that their product runs in any browser on any device - PC, Mac, tablet, smartphone. Don't be limited to running WFM using only browsers that support outdated technology like Java.

**peopleware**

### **Want to learn more?**

Discover how Peopleware covers all the must-haves, and more.

**Let's talk**