



Workforce Management

Efficiently forecast and schedule

Simplify interaction volume prediction

Workforce Management (WFM) with 8x8 is a robust workforce management offering that delivers a complete stack of workforce planning capabilities including multiskill planning and optimization, outsourcing collaboration, long-term budgeting, agent self-scheduling, and much more.

Improve forecast accuracy

Leverage an accurate forecast to achieve your service level objectives.

Increase operational efficiency

Reduce effort to generate forecasts and schedules by eliminating manual calculations and adjustments.



80% of companies think they meet customer expected service levels while only 8% of customers agree.

—A. Schwager & C. Meyer, Harvard Business Review

Key benefits

- **Reduce headcount requirements** to achieve service level objectives across all contact channels.
- **Gain a clear and trusted forecast** to ensure correct staffing without wasted labor.
- **Minimize administrative effort** to generate accurate forecasts and optimal schedules.
- **Train new and additional users** with ease thanks to an intuitive user interface.
- **Achieve positive results**, gaining value within days of installation.

Achieve service level objectives

- **Powered by multiple algorithms**, accurate forecasts are generated for all interaction channels.
- **Real-time adherence** enables active management and agent status monitoring to ensure they follow their schedule and scheduled shift activities.
- **Schedules are systematically generated** to best align with the forecast and achieve service level objectives.
- **Streamlined administration and user configuration** reduces the management of agent information and preferences.