Workforce Management in Contact Centers Trailblazers 2025

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Contents

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Introduction and overview

Research methodology

Key sources of proprietary information

Background of research

Our research methodology is based on four pillars of strength to produce actionable and insightful research for the industry

01 Robust definitions and frameworks

Function-specific pyramid, Total Value Equation (TVE), PEAK Matrix®, and market maturity

02 Primary sources of information

Annual contractual and operational RFIs, provider briefings and buyer interviews, web-based surveys

03 Diverse set of market touchpoints

Ongoing interactions across key stakeholders, input from a mix of perspectives and interests

04 Fact-based research

Data-driven analysis with expert perspectives, trend-analysis across market adoption, contracting, and providers

Proprietary contractual database of over 680 provider contracts (updated annually)

Year-round tracking of 100+ CXM services and technology providers

Large repository of existing research in customer experience management

Over 30 years of experience advising clients on strategic IT, business services, engineering services, and sourcing

Executive-level relationships with buyers, providers, technology providers, and industry associations

This report is based on key sources of proprietary information

- Proprietary contract-based database, which tracks the following elements of each contract:
  - Buyer details including size, industry coverage, and geographic coverage
  - Forecasting and demand planning capabilities
  - Flexible scheduling and real-time adherence features
  - Quality management and reporting tools
  - Performance tracking and employee experience features
  - Self-service and agent empowerment modules

- Proprietary provider database, which tracks the following elements of each provider:
  - Revenue from Workforce Management (WFM) offerings
  - Number of enterprise clients
  - Number of integrations
  - Revenue split by region, industry, and buyer size
  - Case studies for proven expertise
  - Workforce management capabilities developed

- Provider briefings
  - Vision and strategy
  - Annual performance and future outlook
  - Key strengths and improvement areas
  - Emerging areas of investment

- Buyer reference interviews, ongoing buyer surveys, and interactions
  - Drivers and challenges for adopting workplace services
  - Assessment of provider performance
  - Emerging priorities
  - Lessons learned and best practices

Providers assessed

The source of all content is Everest Group unless otherwise specified
Confidentiality: Everest Group takes its confidentiality pledge very seriously. Any information we collect that is contract specific will only be presented back to the industry in an aggregated fashion

Background of the research

In today's fast-changing business environment, delivering a strong Customer Experience (CX) through in-house or outsourced contact centers and other frontline channels is now a key competitive requirement. The ability to effectively forecast demand, schedule the right agents, and empower frontline employees is essential for sustainable growth. To meet this demand, organizations rely on Workforce Management (WFM) solutions to forecast workload, schedule staff, track performance, and support employee well-being.

However, as competition intensifies, workforce management can no longer be treated as a back-office staffing function. Organizations must embrace a cross-functional approach that unites operations, Human Resources (HR), and customer-facing teams under a shared vision: delivering exceptional customer experiences while maximizing employee engagement and operational efficiencies. Achieving this alignment requires not only strategic planning and continuous measurement, but also the agility to adapt to evolving market conditions. When executed effectively, robust WFM practices streamline the transition from demand forecasting to real-time execution, enabling consistent and reliable agent and customer experiences. This approach builds employee trust,

reduces labor costs, enhances customer satisfaction, and drives sustainable business performance and customer retention by ensuring that customers consistently receive timely, efficient, and high-quality service.

This report examines the current landscape of workforce management and highlights the trailblazing providers that are redefining industry standards. From AI-driven forecasting and automated, preference-aware scheduling to sophisticated real-time adherence analytics, businesses are increasingly leveraging data-driven, employee-centric methodologies to optimize employee productivity and elevate customer experiences. These methodologies include matching customer requests with the most appropriately skilled employees, resulting in faster issue resolution.

By examining real-world case studies, key WFM components, and emerging trends, we identify leading WFM providers and recognize them as trailblazers based on their advanced capabilities. Adopting these best-in-class approaches enables businesses to optimize workforce utilization, improve employee engagement, and achieve measurable growth.

Scope of this report

Geography: global

Industry: all industries

Services: Customer Experience Management (CXM)

Workforce management in contact centers – market overview

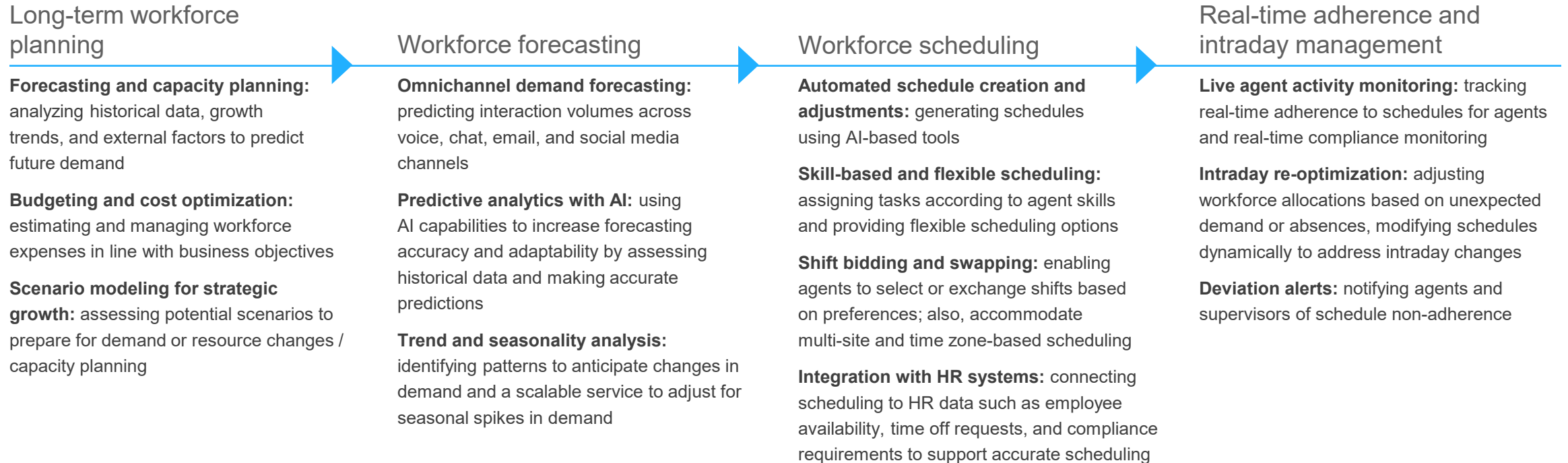Everest Group's view of the workforce management value chain

Evolution of workforce management solutions

What is driving (and hindering) WFM adoption today?

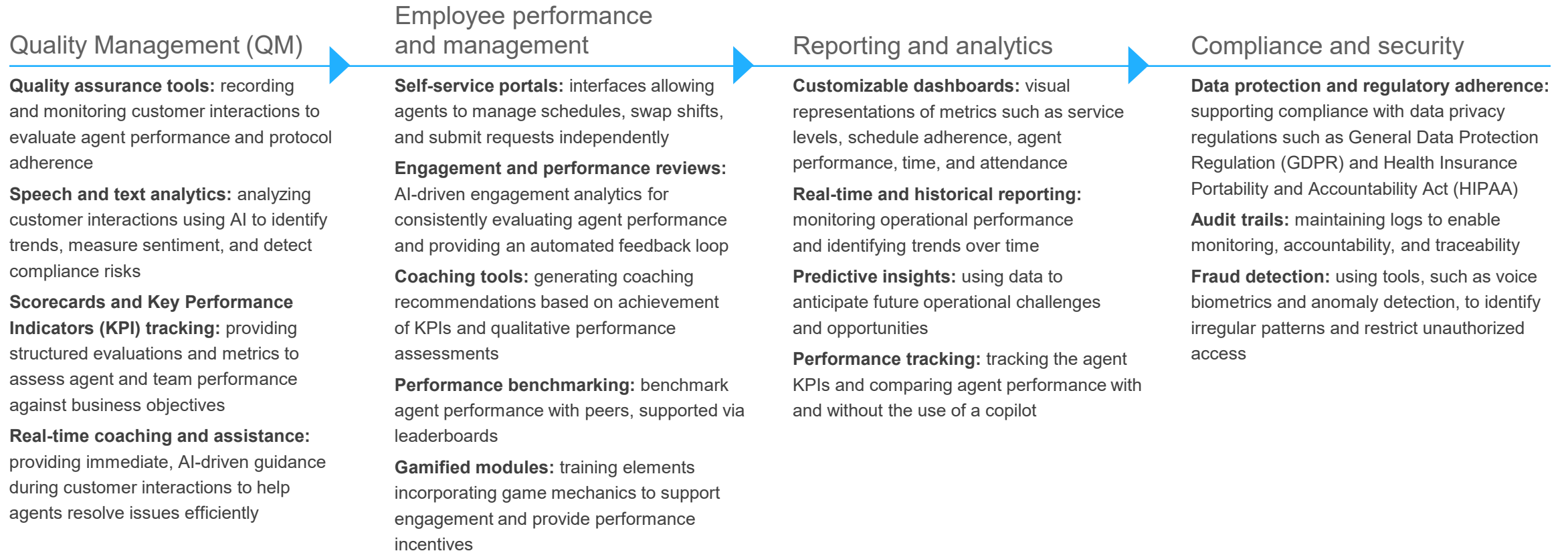Differentiated capabilities of the identified trailblazers

Hybrid WFM: where AI and agents work together in harmony

Everest Group's view of the workforce management value chain (page 1 of 2)

Long-term workforce planning

Forecasting and capacity planning: analyzing historical data, growth trends, and external factors to predict future demand

Budgeting and cost optimization: estimating and managing workforce expenses in line with business objectives

Scenario modeling for strategic growth: assessing potential scenarios to prepare for demand or resource changes / capacity planning

Workforce forecasting

Omnichannel demand forecasting: predicting interaction volumes across voice, chat, email, and social media channels

Predictive analytics with AI: using AI capabilities to increase forecasting accuracy and adaptability by assessing historical data and making accurate predictions

Trend and seasonality analysis: identifying patterns to anticipate changes in demand and a scalable service to adjust for seasonal spikes in demand

Workforce scheduling

Automated schedule creation and adjustments: generating schedules using AI-based tools

Skill-based and flexible scheduling: assigning tasks according to agent skills and providing flexible scheduling options

Shift bidding and swapping: enabling agents to select or exchange shifts based on preferences; also, accommodate multi-site and time zone-based scheduling

Integration with HR systems: connecting scheduling to HR data such as employee availability, time off requests, and compliance requirements to support accurate scheduling

Real-time adherence and intraday management

Live agent activity monitoring: tracking real-time adherence to schedules for agents and real-time compliance monitoring

Intraday re-optimization: adjusting workforce allocations based on unexpected demand or absences, modifying schedules dynamically to address intraday changes

Deviation alerts: notifying agents and supervisors of schedule non-adherence

Core workforce management processes

Everest Group's view of the workforce management value chain (page 2 of 2)

Quality Management (QM)

Quality assurance tools: recording and monitoring customer interactions to evaluate agent performance and protocol adherence

Speech and text analytics: analyzing customer interactions using AI to identify trends, measure sentiment, and detect compliance risks

Scorecards and Key Performance Indicators (KPI) tracking: providing structured evaluations and metrics to assess agent and team performance against business objectives

Real-time coaching and assistance: providing immediate, AI-driven guidance during customer interactions to help agents resolve issues efficiently

Employee performance and management

Self-service portals: interfaces allowing agents to manage schedules, swap shifts, and submit requests independently

Engagement and performance reviews: AI-driven engagement analytics for consistently evaluating agent performance and providing an automated feedback loop

Coaching tools: generating coaching recommendations based on achievement of KPIs and qualitative performance assessments

Performance benchmarking: benchmark agent performance with peers, supported via leaderboards

Gamified modules: training elements incorporating game mechanics to support engagement and provide performance incentives

Reporting and analytics

Customizable dashboards: visual representations of metrics such as service levels, schedule adherence, agent performance, time, and attendance

Real-time and historical reporting: monitoring operational performance and identifying trends over time

Predictive insights: using data to anticipate future operational challenges and opportunities

Performance tracking: tracking the agent KPIs and comparing agent performance with and without the use of a copilot

Compliance and security

Data protection and regulatory adherence: supporting compliance with data privacy regulations such as General Data Protection Regulation (GDPR) and Health Insurance Portability and Accountability Act (HIPAA)

Audit trails: maintaining logs to enable monitoring, accountability, and traceability

Fraud detection: using tools, such as voice biometrics and anomaly detection, to identify irregular patterns and restrict unauthorized access

Adjacent workforce management processes

Evolution of workforce management solutions

Over the past five years, workforce management solutions have evolved from basic call-recording and forecasting tools to advanced quality management and agent coaching solutions, now transitioning into AI-driven engagement platforms to enhance agent engagement and customer experience

Workforce Management (WFM)

Focus on forecasting, scheduling, and operational management

- Forecasting call/chat volumes using historical call recording data
- Agent scheduling and shift planning
- Real-time adherence and exception tracking
- Basic intraday management tools
- Role-based dashboards for supervisors
- Basic automation in scheduling
- Mobile access for shift swaps, time off requests

Workforce Optimization (WFO)

Focus on quality and performance enhancement

- AI-powered quality management using speech and text analytics
- Personalized performance scorecards and dashboards linked to KPIs
- Next-best coaching recommendations based on performance data
- Gamification and leaderboards to improve agent motivation
- Real-time alerts for KPI deviations with suggested corrective actions
- Root-cause analysis and reporting dashboards
- Integrated e-learning paths based on skill gap analytics

Workforce Engagement (WEM)

Focus on employee engagement and satisfaction

Majority of trailblazers featured on this report are at this stage

- Predictive, AI-powered forecasting and scheduling integrated with past customer interaction profiles
- AI-based workload balancing to avoid burnout
- Predictive attrition and burnout scoring
- Gamification tailored to individual motivators
- Sentiment analytics from surveys and Voice of the Employee (VoE) data
- Personalized coaching and career pathing recommendations
- Collaboration tools and real-time employee and customer feedback loops

Note: At every subsequent stage, features from the previous WFM model(s) were retained and improved

What is driving (and hindering) WFM adoption today?

Enterprises are leveraging advanced workforce management solutions to combat fragmented shift patterns, increased attrition rates, and service delivery diversification, yet often face various challenges in implementation of these solutions

Key factors accelerating demand for workforce management solutions

Fragmented shift patterns due to 24/7 global service expectations
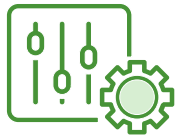
Need to predict and align capacity with irregular volumes from asynchronous channels

Increase in agent absenteeism and attrition rates

Workforce diversification across other service delivery models such as gigCX

Rising emphasis on employee wellness, schedule flexibility, and burnout prevention

Need to synchronize front-office and back-office staffing in real time

Challenges in implementing workforce management solutions
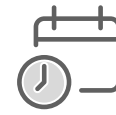
Disparate scheduling norms across in-house, offshore, and third-party teams

Fragmented workforce data across delivery locations and multiple providers

Lack of infrastructure and change readiness in operational frameworks
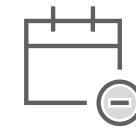
Pushback from agents on intraday schedule automation that removes scheduling flexibility

Long deployment timelines and slow time-to-value

Budget restrictions for non-customer-facing initiatives

Source: Everest Group (2025)

Differentiated capabilities of the identified Trailblazers

Trailblazers stand out by integrating AI-driven insights, predictive analytics, omnichannel engagement, and scalable workforce strategies

AI-driven autonomous platforms and predictive analytics

- AI-enabled workforce management tools leverage predictive analytics to forecast future demand, identify unexpected shifts in contact volume, and dynamically adjust staffing plans in real time
- These WFM platforms have Large Language Model (LLMs) / Machine Learning (ML) models that self-learn seasonality, one-offs, and intraday anomalies, and continuously re-optimize staffing schedules
- WFM platforms automatically translate speech and text into insights such as sentiment detection, call compliance monitoring, and post-call summary, to refine training, flag non-compliant behaviors, and enhance scheduling accuracy
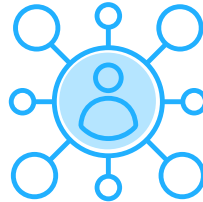
Omnichannel workforce optimization and assistive automation

- Real-time AI copilots (native or integrated) support agents during live interactions by retrieving knowledge, suggesting replies, and drafting summaries instantly
- WFM integrations include robust Application Programming Interfaces (APIs) and pre-built connectors, enabling seamless workforce data integration into business processes for organizational analytics, decision-making processes, and automated workflows
- Quality Assurance (QA) and compliance evaluations extend across 100% of the interactions, covering digital channels such as chat, email, social messaging, and web interactions, using AI-enabled transcription, analysis, and confidence-scored AI responses

Employee engagement and enterprise-grade execution capabilities

- Advanced gamification modules and personalized metrics increase motivation and engagement while real-time performance dashboards offer instant feedback, peer benchmarking, and AI-driven training, thereby enhancing employee performance
- Self-service portals give agents real-time visibility into schedules, proactive shift management, time off requests, and shift swaps without supervisor intervention
- Live interactions and agent performance are automatically analyzed to deliver personalized, scenario-based recommendations. This helps agents resolve issues effectively during calls, immediately addressing skill gaps and improving customer satisfaction

Hybrid WFM: where AI and agents work together in harmony

The future of WFM in contact centers lies in hybrid models, where artificial intelligence and human agents collaborate seamlessly to serve customers

In a hybrid workforce management model, AI-driven virtual agents operate alongside human agents as part of the customer service team. This approach treats AI bots as digital employees, with scheduling, coaching, and performance management applied similarly to human staff.

The key features of a hybrid workforce management solution:

Unified teams
It manages AI agents and human agents together as one workforce. AI bots are built into forecasting, scheduling, and workflows.

Bots as digital employees
AI agents are treated like human staff. This operational parity means bots are monitored and improved with the same rigor as human agents.

Intelligent task allocation
Real-time orchestration decides whether a human or AI handles each contact based on defined rules, skills needed, and workload.

Elastic and adaptive service
Peak volumes or after-hours calls can be covered by AI agents without adding headcount while humans focus on high-empathy tasks.

Implications for buyers

- Buyers can gain scalability and cost efficiency through AI-driven interaction handling
- By offloading routine, repetitive queries to bots, companies free up human agents for complex or high-value interactions
- They can improve service continuity with AI agents managing after-hours and peak volumes
- Buyers should evaluate orchestration platforms based on integration ease, transparency, governance, and industry-specific compliance

Implications for service providers

- Need to transition from labor-heavy models to hybrid delivery combining AI and human agents
- Providers should clearly track and optimize AI performance alongside human teams to measure the return on investment
- Differentiation will depend on seamless hybrid execution and measurable outcomes
- Service providers need to invest in orchestration tools and AI integration capabilities
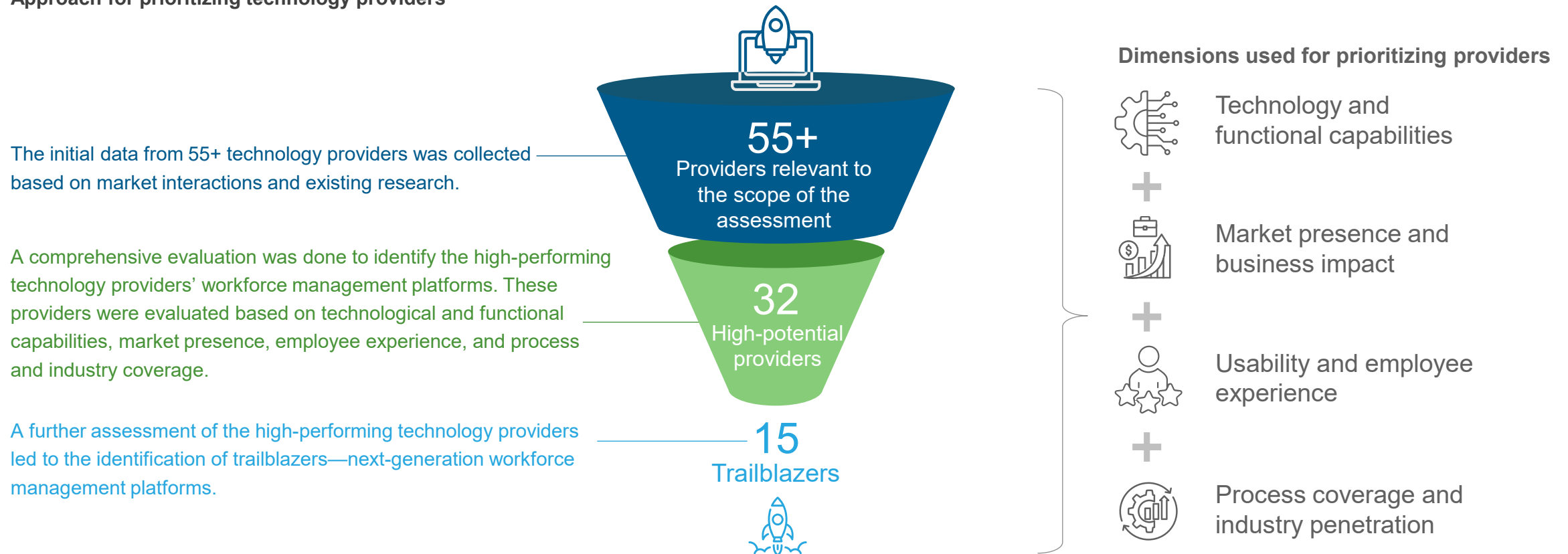
Assessment of workforce management trailblazers in the market

Assessment methodology

Workforce management trailblazers – leaderboard

Everest Group analyzed 55+ technology providers on multiple dimensions to shortlist the top 15 trailblazers in the workforce management space within the contact center landscape

Approach for prioritizing technology providers

The initial data from 55+ technology providers was collected based on market interactions and existing research.

A comprehensive evaluation was done to identify the high-performing technology providers' workforce management platforms. These providers were evaluated based on technological and functional capabilities, market presence, employee experience, and process and industry coverage.

A further assessment of the high-performing technology providers led to the identification of trailblazers—next-generation workforce management platforms.

55+
Providers relevant to the scope of the assessment

32
High-potential providers

15
Trailblazers

Dimensions used for prioritizing providers

Technology and functional capabilities

+

Market presence and business impact

+

Usability and employee experience

+

Process coverage and industry penetration

Source: Everest Group (2025)

The providers were assessed based on their technological and functional capabilities, market presence and business viability, usability and employee experience, and process coverage and industry applicability
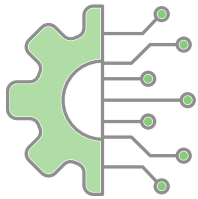
Technology and functional capabilities

Does the platform enable accurate forecasting and dynamic scheduling?

Can it efficiently manage real-time adherence and intraday optimization?

What quality and performance analytics capabilities are embedded?

What level of integration and API flexibility does the platform support?

Market presence and business viability

What is the provider's experience across key industries and geographies?

How large and diverse is the customer base across buyer segments?

Does the provider demonstrate thought leadership and have market trust and analyst recognition?

What is the strength of its partner and reseller ecosystem?

Usability and employee experience

Is the platform easy to navigate and personalize for users?

What agent-facing tools (e.g., chatbots and mobile apps) are available?

Does the provider offer gamification with leaderboards to motivate agents?

How does the solution promote employee learning and engagement?
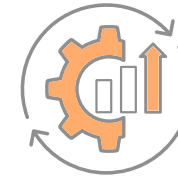
Process coverage and industry applicability

Which WFM and WFO processes does the platform support?

How relevant are its capabilities across industries and use cases?

Does the provider offer any tailored solutions specifically designed for different industries?

Source: Everest Group (2025)

After a detailed assessment of 55+ providers, 32 emerged as having high potential

Based on the assessment framework, 15 of the shortlisted 32 high-potential providers were identified as trailblazers after an in-depth dimensional analysis

15 providers identified as trailblazers

CXM WFM platforms – leaderboard (page 1 of 3)

Evaluation of shortlisted providers (listed in alphabetical order)

Low ▬▬ High

	Technology and functional capabilities	Market presence and business viability	Employee experience and usability	Process coverage and industry applicability	Overall
aspect					
Assembled					
CALABRIO™					
CONTENT GURU Engagement Made Easy®					
Five9					

Note: All the ratings are relative to the shortlisted trailblazers
Source: Everest Group (2025)

CXM WFM platforms – leaderboard (page 2 of 3)

Evaluation of shortlisted providers (listed in alphabetical order)

Low ▬▬ High

	Technology and functional capabilities	Market presence and business viability	Employee experience and usability	Process coverage and industry applicability	Overall
GENESYS					
nextiva					
NiCE					
nimbus					
peopleware					

CXM WFM platforms – leaderboard (page 3 of 3)

Evaluation of shortlisted providers (listed in alphabetical order)

Low ▬▬ High

	Technology and functional capabilities	Market presence and business viability	Employee experience and usability	Process coverage and industry applicability	Overall
PROHANCE	●──	──●──	──●	──●──	──●
SESTEK	●──	●──	●──	──●──	──●──
sprinklr	●──	──●──	──●	──●──	──●──
ujet	●──	──●──	──●	──●──	──●
VERINT	──●	──●	──●	──●	──●──

Note: All the ratings are relative to the shortlisted trailblazers
Source: Everest Group (2025)

Trailblazers' profiles

Aspect	Nimbus
Assembled	Peopleware
Calabrio	ProHance
Content Guru	SESTEK
Five9	Sprinklr
Genesys	UJET
Nextiva	Verint
NiCE	

Aspect

Aspect supports workforce management through its WEM platform, designed for contact centers operating across multiple sites and time zones

Company overview

Aspect provides workforce engagement and contact center solutions. Its WEM platform offers workforce management capabilities designed for contact center operations of all sizes across various industries.

Key leaders

- Darryl Kelly, Chief Executive Officer
- Royce Haynes, Chief Technology Officer
- Dan Nordale, Executive Vice President, Call Center

Headquarters: Boulder, Colorado

Website: aspect.com

Key clients include

- JPMC
- Comcast
- Humana
- Southwest Airlines

Recent deals and announcements

- 2025: introduced Workforce Experience (WFX), an agent-focused solution designed to reduce administrative overhead for supervisors, which includes drag-and-drop scheduling, smart shift approvals, and shift trading
- 2025: rolled out a real-time analytics dashboard that provides real-time insights, customizable widgets, and AI-based trend detection for contact center operations
- 2025: released WorkforceOS v24.1 for on-premises environments, with customized KPI tracking, advanced quality evaluation rules, updated security protocols, and integrations with UJET and Twilio
- 2025: Workforce mobile app brought intuitive calendar swiping, multi-day request editing, partial approvals, and faster in-app support

Low ○○○○○ High

Technology and functional capabilities	●●●●○
Market presence and business viability	●●●◐○
Employee experience and usability	●●●●◐
Process coverage and industry applicability	●●●●●
Overall	●●●●○

Standalone (Yes / No): Yes

Product overview

Aspect's WEM platform includes tools for forecasting and scheduling, employee self-service, KPI tracking and continuous feedback, service evaluation and coaching, and gamified employee engagement through challenges and rewards. It can be deployed on AWS, with options for private cloud or on-premises setups, and supports scaling based on user, site, or server needs.

- It supports clients from various geographies such as North America, Europe, and APAC
- Its WFM solutions are primarily leveraged by large enterprises, followed by a lower level of adoption among midsize enterprises
- It serves industries, including airlines, automotive, manufacturing, BFSI, healthcare, retail and CPG, telecommunications, and energy and utilities
- It supports integrations with platforms such as Cisco, Genesys, InContact, Five9, Amazon Connect, and Salesforce
- Its partners include Avaya, Inoria, Waterfield Technologies, BellTech, Call Design, CX Engage, ITFOR, Intuate, Lambda Technologies, Microautomation, and Comtel

Market adoption and partnership overview

Clients	250+	Partners/Resellers[1]	50+

1 The partners included are part of overall partner network and are not specific to WFM solutions

Everest Group®

Aspect

Aspect provides integrated capabilities for forecasting, scheduling, intraday management, performance monitoring, quality management, and employee engagement through a single platform

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
Trends analysis and seasonality prediction	Shift bidding, shift trading, and agent preference-based scheduling	Live alert for adherence deviations such as late logins, extended breaks, and early logouts	Real-time and post-call transcription for compliance auditing	AI-driven coaching recommendations		Customizable rules for workforce policies
Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Assembled

Assembled offers workforce management solutions via a standalone cloud-based platform that integrates with external support and communication tools

Company overview

Assembled is a workforce management software provider that offers AI-powered scheduling, forecasting, and real-time analytics tools for support teams. The platform is designed to support agent experience in small and mid-market businesses, large enterprises, and Business Process Outsourcers (BPOs).

Key leaders

- Ryan Wang, Chief Executive Officer
- Luke Andrews, Head of Product Design and User Experience
- Annelies Husmann, Head of Sales
- Olivia Teich, Chief Product Officer

Headquarters: : San Francisco, California

Website: assembled.com

Key clients include

- Stripe
- Robinhood
- Autodesk
- Glovo

Recent deals and announcements

- 2025: launched intelligent scheduling tools including shift swaps, schedule layers, real-time notifications, automated Paid Time Off (PTO) approvals, and compliance enforcement to support team operations
- 2024: introduced enhancements to its WFM module, including staffing timeline filters, schedule conflict detection, time zone support, screen layout, change reminders, schedule permissions, accessibility features, slack notifications, and time off management controls
- 2024: launched an integration with Salesforce service cloud featuring case lifecycle forecasting, in-app schedule visibility, omnichannel data insights, and real-time slack alerts to enhance WFM for support teams

1 The partners included are part of overall partner network and are not specific to WFM solutions

	Low ○○○○○ High
Technology and functional capabilities	●●●●○
Market presence and business viability	●●●◐○
Employee experience and usability	●●●●◐
Process coverage and industry applicability	●●●●◐
Overall	●●●●○

Standalone (Yes / No): Yes

Product overview

Assembled offers workforce management tools through its multi-tenant cloud-based SaaS platform, which offers forecasting and demand planning, schedule generation and shift management, real-time analytics, performance management with reporting, and agent scorecards.

- Clients from various geographies, such as North America, the UK and Ireland, Continental Europe, APAC, LATAM, and MEA, have adopted its WFM solutions
- Small, midsize, and large enterprises leverage its WFM solution
- It serves industries including retail and e-commerce, FinTech, healthcare, and SaaS companies
- It supports integrations with platforms such as Zendesk, Salesforce, Intercom, Kustomer, Gladly, Talkdesk, Workday, HiBob, Amazon Connect, Slack, Google Calendar, Observe.AI, MaestroQA, and Klaus

Market adoption and partnership overview

Clients	350+	Partners/Resellers[1]	40+

Assembled

Assembled is a standalone WFM platform that supports forecasting, scheduling, real-time adherence, performance tracking, and self-service shift management

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
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			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Calabrio

Calabrio provides workforce management, quality assurance, and interaction analytics through its cloud platform, Calabrio ONE

[NOT EXHAUSTIVE]   Low ○○○○○ High

Company overview

Calabrio provides workforce optimization solutions with AI capabilities for contact centers, including workforce management, quality assurance, and customer interaction analytics. Its platform supports customization for enterprises, small and midsize businesses, government agencies, and BPOs, addressing specific operational and compliance needs.

Key leaders

- David Rhodes, Chief Executive Officer
- Joel Martins, Chief Technology Officer
- Carl Gillert, Chief Financial Officer
- Frank Ciccone, Chief Revenue Officer

Headquarters: Minneapolis, Minnesota

Website: calabrio.com

Key clients include

- Paychex
- Telia
- Delta Airlines
- Capital One

Recent deals and announcements

- 2025: introduced over 70 AI-driven features in Calabrio ONE to automate quality management, analyze customer interactions, and streamline workforce management
- 2024: acquired Echo AI to enhance AI-driven conversation intelligence and agent performance in contact centers
- 2024: launched AI-powered quality management tools, auto QM, and trending topics, to automate interaction evaluations and identify common customer inquiry themes
- 2024: acquired Wysdom, an expert in AI and virtual agent performance solutions, accelerating strategy to help customers leverage AI and ML to maximize agent engagement, productivity, and Return on Investment (RoI)

Technology and functional capabilities	●●●●◐
Market presence and business viability	●●●●◐
Employee experience and usability	●●●●◐
Process coverage and industry applicability	●●●●●
Overall	●●●●◐

Standalone (Yes / No): Yes

Product overview

Calabrio offers an AI-embedded cloud-based platform, Calabrio ONE, for workforce management, call recording, quality management, interaction analytics, and data management. It streamlines contact center operations, elevates customer interaction analysis, and optimizes agent performance management by supporting multi-site operations, data integration across systems, and enterprise-level reporting.

- Clients from various geographies, including North America, the UK, Europe, MEA, and APAC, have adopted its WFM solutions
- Large enterprises primarily leverage its WFM solutions, followed by lower adoption among midsize and small enterprises
- It serves industries including BFSI, retail and e-commerce, healthcare and life sciences, travel and hospitality, telecommunications, aviation, real estate, technology, energy and utilities, and government
- It supports integrations with platforms such as 8x8, Amazon Connect, Avaya, Cisco, Five9, Genesys, Gladly, Glia, Microsoft Dynamics 365 Contact Center, Mitel, and RingCentral
- Calabrio's partners include Bucher + Suter, ConvergeOne, NTT, Presidio, and Microsoft

Market adoption and partnership overview

Clients	2,000+	Partners/Resellers[1]	300+

1 The partners included are part of overall partner network and are not specific to WFM solutions

Calabrio

Calabrio offers AI-powered workforce management capabilities, including predictive forecasting, omnichannel scheduling, intraday adjustments, real-time adherence, performance and coaching, quality assurance, and employee engagement

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
Trends analysis and seasonality prediction	Shift bidding, shift trading, and agent preference-based scheduling	Live alert for adherence deviations such as late logins, extended breaks, and early logouts	Real-time and post-call transcription for compliance auditing	AI-driven coaching recommendations		Customizable rules for workforce policies
Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Content Guru

Content Guru offers native workforce management functionalities such as omnichannel forecasting, scheduling, and quality management solutions via its contact center platform, storm® CX

Low ○○○○○ High

Company overview

Content Guru delivers enterprise cloud-based customer experience and contact center solutions through its storm® CX platform, which consolidates multiple communication channels into a unified interface. It supports mission-critical operations across public and private sectors, including emergency services. Through its brain® AI services, it combines automated and human-assisted processes to support customer experience before, during, and after interactions.

Technology and functional capabilities	●●●◐○
Market presence and business viability	●●●◐○
Employee experience and usability	●●●●◐
Process coverage and industry applicability	●●●●◐
Overall	●●●◐○

Standalone (Yes / No): No

Key leaders

- Sean Taylor, Global Chief Executive Officer
- Martin Taylor, Deputy Chief Executive Officer
- John Rees, Chief Operating Officer and Chief Commercial Officer
- Robert Mansfield, Chief Technology Officer

Headquarters: Bracknell, UK

Website: contentguru.com

Key clients include

- Police Scotland
- Rakuten
- NHS
- Sodexo

Recent deals and announcements

- 2025: Content Guru achieves FedRAMP accreditation at the high impact level
- 2024: updated its storm® CX platform, including the storm WFM™ tool, to meet WCAG 2.2 AA accessibility standards for customer service agents and back-office agents
- 2024: partnered with Bridgepointe technologies to elevate CX offerings

Product overview

Content Guru's storm® CX platform WFM™ is a cloud-based workforce management module integrated within the storm® CCaaS platform. It provides capabilities across workforce forecasting, scheduling, real-time monitoring, and quality management to advance agent experience and contact center efficiency.

- Clients from various geographies, such as North America, EMEA, APAC, and LATAM, have adopted its WFM solutions
- Its WFM solutions are primarily leveraged by large and midsize enterprises, followed by a lower level of adoption among small enterprises
- It serves industries, including BFSI, retail, travel, healthcare, construction and manufacturing, education, telecommunications, technology, energy and utilities, and public sector
- It supports integrations with platforms such as Calabrio, Verint, SAP CRM, Microsoft Dynamics, Google Conversational AI, Avaya, and Oracle
- Its partners include AT&T, Intelisys, Telarus, TCS, Ziggo, Vodafone, Rakuten, NTT Data, and Serco

Market adoption and partnership overview

Clients	100+	Partners/Resellers[1]	30+

1 The partners included are part of overall partner network and are not specific to WFM solutions

Content Guru

Content Guru offers AI-driven, omnichannel workforce management tools, including demand forecasting, agent scheduling, real-time adherence monitoring, quality management with interaction recordings, and performance analytics to support contact center operations

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
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Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Everest Group®

Five9

Five9 delivers workforce, quality, and performance management solutions both natively and via partnerships with other providers

Low ○○○○○ High

Company overview

Five9 is a cloud-based contact center software provider that helps organizations manage customer interactions across digital and voice channels. Its platform, powered by the Five9 Genius AI engine, includes capabilities for digital engagement, workforce optimization, AI-driven automation, and analytics to support both human and virtual agents.

Key leaders

- Mike Burkland, Chief Executive Officer
- Jonathan Rosenberg, Chief Technology Officer
- Ajay Awatramani, Chief Product Officer
- Matt Tuckness, Executive Vice President of Sales and Customer Success

Headquarters: San Ramon, California

Website: five9.com

Key clients include

- Gonzaba Medical Group
- Teladoc Health
- Central Bank
- Jackson Hewitt

Recent deals and announcements

- 2025: launched Spotlight for AI Insights to create custom metrics from transcripts and expanded reporting suite with user-based dashboards and pre-built reports
- 2024: expanded partnership with ServiceNow to integrate Five9 routing with ServiceNow channels and use metadata to enrich WEM solutions for improved forecasting, scheduling, and staffing
- 2024: enhanced integration with Zendesk to organize call data in tickets, group related tickets into a single view, automate call logging, and enable real-time AI data sharing for agent guidance
- 2024: integrated with Verint to provide cloud-to-cloud access to Verint's WFO, WFM, quality management, and voice of the customer tools

1 The partners included are part of overall partner network and are not specific to WFM solutions

	Rating
Technology and functional capabilities	●●●●○
Market presence and business viability	●●●●◐
Employee experience and usability	●●●●○
Process coverage and industry applicability	●●●●●
Overall	●●●●◐

Standalone (Yes / No): No

Product overview

Five9 delivers workforce management solutions as part of the Five9 contact center suite and via integrated partnerships. Its workforce optimization capabilities include interaction recording, quality management, analytics, workforce and performance management, and gamification. It supports remote, on-site, and hybrid teams with monitoring, reporting, and analytics tools. It provides multiple pricing and ordering options, including preconfigured solution bundles and custom quotes to allow businesses to customize and scale their solutions to their specific needs.

- Clients from various geographies, such as North America, Europe, MEA, and APAC, have adopted its WFM solutions
- Small, midsize, and large enterprises leverage its WFM solution
- It serves industries, including telecommunications, BFSI, manufacturing, BPO, automotive, education, manufacturing, real estate and construction, healthcare, retail and CPG, energy and utilities, and government
- It supports integrations with platforms such as Salesforce, Nextiva, Microsoft, Oracle, and Zendesk
- Its partners include Salesforce, Accenture, Capgemini, Cresta.ai, Cognizant, Google, IBM, Infosys, Microsoft, ServiceNow, Wipro, and Zoom

Market adoption and partnership overview

Clients	40+	Partners/Resellers[1]	1,450+

Five9

Five9 supports multi-skill and multi-channel forecasting, automated scheduling, intraday adjustments, real-time adherence monitoring, agent self-service via web and mobile, and integration with other platforms along with coaching, gamification and quality assurance

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
Trends analysis and seasonality prediction	Shift bidding, shift trading, and agent preference-based scheduling	Live alert for adherence deviations such as late logins, extended breaks, and early logouts	Real-time and post-call transcription for compliance auditing	AI-driven coaching recommendations		Customizable rules for workforce policies
Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Genesys

Genesys offers workforce management tools through the Genesys Cloud CX platform and as a standalone Genesys Cloud EX solution for legacy and on-premises contact center environments

Company overview

Genesys is a cloud contact center and experience management software provider. It offers CX and Employee Experience (EX) capabilities to manage voice and digital interactions, automate routing, monitor customer journeys, analyze engagement data, and handle workforce management tasks.

Key leaders

- Tony Bates, Chairman and Chief Executive Officer
- Olivier Jouve, Chief Product Officer
- Glenn Nethercutt, Chief Technology Officer
- Larry Shurtz, Chief Sales Officer

Headquarters: Menlo Park, California

Website: genesys.com

Key clients include

- GSG
- Etraveli Group
- Kiwibank
- Benify

Recent deals and announcements

2025: introduced Supervisor Copilot and Virtual Supervisor in Genesys Cloud to automate quality evaluations, generate interaction summaries, and monitor performance using generative AI

Low ○○○○○ High

Technology and functional capabilities	●●●●●
Market presence and business viability	●●●●◐
Employee experience and usability	●●●●◐
Process coverage and industry applicability	●●●●●
Overall	●●●●◐

Standalone (Yes / No): Yes

Product overview

Genesys delivers workforce management via its cloud-native Genesys Cloud CX platform and as a stand-alone Genesys Cloud EX solution, supporting forecasting, scheduling, quality management, and performance tracking. Its platform is built on a cloud-native architecture and uses AI models to enhance forecasting, routing, quality analysis, and personalization. Genesys Cloud CX offers flexible pricing with four subscription packages, ranging from core voice capabilities to advanced omnichannel, workforce engagement, and AI-powered customer experience solutions.

- Clients from various geographies, such as North America, EMEA, LATAM, and APAC, have adopted its WFM solutions
- Its WFM solutions are leveraged across businesses of all sizes
- It serves industries, including telecommunications, entertainment, BFSI, manufacturing, healthcare, retail and CPG, energy and utilities, automotive, real estate, travel and hospitality, and government
- It supports integrations with platforms such as Salesforce, ServiceNow, Microsoft Dynamics, Zendesk, Teams, and Zoom
- Its partners include Adobe, AWS, Google Cloud, Microsoft, Qualtrics, Salesforce, 8x8, Inc., and Fujitsu

Market adoption and partnership overview

Clients	Not disclosed	Partners/Resellers[1]	Not disclosed

1 The partners included are part of overall partner network and are not specific to WFM solutions

Genesys

Genesys provides unified communication, workforce and quality management, performance tools, and gamification to improve agent efficiency and contact center performance

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
Trends analysis and seasonality prediction	Shift bidding, shift trading, and agent preference-based scheduling	Live alert for adherence deviations such as late logins, extended breaks, and early logouts	Real-time and post-call transcription for compliance auditing	AI-driven coaching recommendations		Customizable rules for workforce policies
Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Nextiva

Nextiva delivers workforce management solutions through its unified cloud-native platform, with deployment options in hybrid and private environments

[NOT EXHAUSTIVE]   Low ○○○○○ High

Company overview

Nextiva provides cloud-based communication and customer experience solutions for businesses, including omnichannel engagement, customer journey orchestration, contact center services, analytics, AI-based automation, and workforce engagement capabilities.

Key leaders

- Tomas Gorny, Chairman, Chief Executive Officer, and Co-founder
- Josh Lesavoy, Chief Information Officer
- Senthil Velayutham, Chief Product and Technology Officer
- Yaniv Masjedi, Chief Marketing Officer

Headquarters: Scottsdale, Arizona

Website: nextiva.com

Key clients include

- Tata Play
- Simmons Bank
- TS Solution
- Cedar Financial

Recent deals and announcements

- 2025: launched an innovation hub in Bangalore to serve as a center of excellence, building on the company's next-generation platform capabilities and product innovation
- 2024: launched workforce scheduling as part of its CXM platform to offer features such as forecasting, scheduling, compliance tracking, and employee performance management

Technology and functional capabilities	●●●○○
Market presence and business viability	●●●◐○
Employee experience and usability	●●●●○
Process coverage and industry applicability	●●●●◐
Overall	●●●◐○

Standalone (Yes / No): No

Product overview

Nextiva's workforce engagement management suite provides tools for automated scheduling, real-time performance monitoring, and agent self-service capabilities, including shift bidding and time off requests. It offers multiple pricing packages tailored for different business sizes. Workforce management capabilities are offered both as a complete module in select plans and in a limited form through agent support features in others.

- Clients from various geographies, such as APAC, North America, MEA, and Europe, have adopted its WFM solutions
- Small enterprises primarily leverage its WFM solutions, followed by lower adoption among midsize and large enterprises
- It serves industries, including media and entertainment, healthcare, retail, travel & hospitality, and nonprofit organizations
- It supports integrations with platforms such as Zoho, HubSpot, Zendesk, Salesforce, Oracle Sales Cloud, Microsoft Dynamics, Microsoft Outlook, Oracle NetSuite, Bullhorn, and SugarCRM
- Its partners include MicroCorp, Telarus, Gitotech, and Five9

Market adoption and partnership overview

Clients	NA	Partners/Resellers[1]	NA

1 The partners included are part of overall partner network and are not specific to WFM solutions

Nextiva

Nextiva provides cloud-based platform that offers automated scheduling, real-time performance monitoring, quality management, and agent self-service capabilities, including shift bidding, time off requests, and open shift access within a unified platform

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
Trends analysis and seasonality prediction	Shift bidding, shift trading, and agent preference-based scheduling	Live alert for adherence deviations such as late logins, extended breaks, and early logouts	Real-time and post-call transcription for compliance auditing	AI-driven coaching recommendations		Customizable rules for workforce policies
Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

NiCE

NiCE integrates a workforce management module within the CXone Mpower platform, with tools for forecasting, scheduling, real-time adherence monitoring, and performance tracking

Company overview

NiCE provides cloud-based platforms with AI capabilities for customer engagement, financial crime prevention, and compliance. Its flagship platform, CXone Mpower, is designed to unify workflows, AI, human agents, and enterprise knowledge to automate customer service. It leverages predictive, generative, and real-time AI models to automate and support workforce operations across contact centers.

Key leaders

- Scott Russell, Chief Executive Officer
- Barry Cooper, President, NiCE CX Division
- Dan Belanger, President, NiCE Americas
- Darren Rushworth, President, NiCE International

Headquarters: Ra'anana, Israel

Website: NiCE.com

Key clients include

- CVS Caremark
- Lowe's
- Kaiser Permanente
- General Motors

Recent deals and announcements

- 2025: launched CXone Mpower orchestrator, aimed at automating and integrating customer service workflows across front and back-office operations through AI
- 2024: launched Inventory Insights and True-to-Interval capabilities to unify front and back-office planning and improve forecasting and real-time staffing based on interaction handling time

Low ○○○○○ High

Technology and functional capabilities	●●●●●
Market presence and business viability	●●●●●
Employee experience and usability	●●●●●
Process coverage and industry applicability	●●●●●
Overall	●●●●●

Standalone (Yes / No): Yes

Product overview

NiCE's AI-driven WFM solution supports scheduling, training, performance tracking, and real-time adherence management, with tools for automated scheduling, quality monitoring, and KPI-based evaluation. It is available both as part of the CXone Mpower suite and as a standalone offering.

- Supports clients from various geographies such as North America, Europe, LATAM, APAC, and MEA
- Large enterprises primarily leverage its WFM solutions, with lower adoption among midsize and small enterprises
- It serves industries, including BFSI, BPO, government, healthcare and insurance, telecommunications, hospitality, retail, and travel and hospitality
- It supports integrations with platforms such as Amazon Connect, Cisco, Avaya, Oracle, MS Dynamics, Zendesk, ServiceNow, Pega, and HubSpot
- Its partners include Google, Zoom, AWS, Capgemini, Accenture, Cognizant, HCLTech, Salesforce, Verizon, Infosys, and Telarus

Market adoption and partnership overview

Clients	100+	Partners/Resellers[1]	400+

1 The partners included are part of overall partner network and are not specific to WFM solutions

NiCE

NiCE offers AI-based forecasting, automated scheduling, and intraday management to manage multi-skill and multi-channel workforce operations. It also offers AI-driven coaching, performance and reporting, gamification modules, and self-service agent portals

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
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Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Nimbus

Nimbus delivers cloud-based workforce management solutions through a single platform, including demand forecasting, scheduling, and compliance management for both on-site and hybrid workforces

[NOT EXHAUSTIVE]   Low ○○○○○ High

Company overview

Nimbus provides cloud-based workforce management and business continuity solutions via a single platform. Its offerings include time2work for workforce scheduling and payroll integration, connect for hybrid contact center scheduling and forecasting, hub for redirecting communications during network outages, managed services for outsourced workforce planning, and compliance for managing regulatory and wage-related risks.

Key leaders

- Grant Custance, Founder and Chief Executive Officer
- Justin Gillett, Chief Financial Officer
- Jon Baker, Chief Technology Officer
- Sharon Burton, Chief Customer Officer

Headquarters: Melbourne, Australia

Website: nimbus.cloud

Key clients include

- DXC Technology
- Bingo Industries
- Beacon Lighting
- Serco

Recent deals and announcements

2025: Nimbus Compliance is now available on Genesys AppFoundry and integrates with Genesys to support workforce compliance management

Technology and functional capabilities	●●●◐○
Market presence and business viability	●●●○○
Employee experience and usability	●●●◐○
Process coverage and industry applicability	●●●●◐
Overall	●●●◐○

Standalone (Yes / No): Yes

Product overview

Nimbus offers workforce optimization tools through its unified cloud platform, delivering built-in algorithms for forecasting, intelligent scheduling, time and attendance tracking, and compliance management. Its solution is available as a standalone cloud service with web and mobile access and can integrate into broader ecosystems via APIs.

- Clients from various geographies, such as North America, Europe, and APAC, have adopted its WFM solutions
- Large enterprises primarily leverage its WFM solutions, while small and midsize enterprises show lower adoption
- It serves industries, including BFSI, healthcare, government and public sector, manufacturing and logistics, and nonprofit organizations
- It supports integrations with platforms such as ADP, Ascender, Myob, SAP SuccessFactors, Flare, Oracle, Peoplesoft, hr3, and XERO
- Its partners include Cloudware, Deloitte Digital, Cisco, Connectiv, and Newtech Solutions

Market adoption and partnership overview

Clients	10+	Partners/Resellers[1]	40+

1 The partners included are part of overall partner network and are not specific to WFM solutions

Nimbus

Nimbus offers a unified cloud-based platform for workforce forecasting, scheduling, compliance management, intraday management, quality monitoring, performance tracking, and mobile-enabled employee self-service

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
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Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

Peopleware

Peopleware delivers a cloud-based platform to optimize contact center operations through AI-driven workforce management tools

[NOT EXHAUSTIVE]   Low ○○○○○ High

Company overview

Peopleware, developed by InVision AG, is an AI-enabled workforce management solution designed for contact centers and service organizations. It provides tools for efficient workforce planning, management, and optimization, supporting operational compliance and employee scheduling needs.

Technology and functional capabilities	●●●○○
Market presence and business viability	●●●◐○
Employee experience and usability	●●●●○
Process coverage and industry applicability	●●●●○
Overall	●●●◐○

Standalone (Yes / No): Yes

Key leaders

- Peter Bollenbeck, Chief Executive Officer
- Christoph Rütte, Chief Financial Officer
- Michael Schiefer, Regional Sales Director
- Andreas Bopp, Sales Director

Headquarters: Düsseldorf, Germany

Website: peopleware.com

Key clients include

- Hollywood Bowl
- MSC Cruises
- Thomas Cook Group
- Specsavers

Recent deals and announcements

2025: rebranded InVision Group's entire product and service portfolio, including injixo, under the new brand Peopleware

Product overview

Peopleware's platform includes AI-driven forecasting, automated scheduling, intraday management, time tracking, employee self-service tools, and employee engagement tools for contact centers. It offers pre-packaged plans and a flexible pay-per-use pricing model, allowing businesses to scale their subscription based on the number of agents scheduled.

- Clients from various geographies, such as North America, Europe, and APAC, have adopted its WFM solutions
- Large and small enterprises primarily leverage its WFM solutions, while midsize enterprises show lower adoption
- It serves industries, including telecommunications and technology, BFSI, healthcare, retail and CPG, energy and utilities, travel and hospitality, BPOs, and consulting
- It supports integrations with platforms such as Five9, Freshworks, Mitel, Odigo, Sikom, Talkdesk, UJET, Vonage, Zendesk, 8x8, Amazon Connect, Avaya, and IFS

Market adoption and partnership overview

Clients	15+	Partners/Resellers[1]	NA

1 The partners included are part of overall partner network and are not specific to WFM solutions

Peopleware

Peopleware offers an AI-enabled workforce management solution with capabilities across forecasting, scheduling, real-time adherence, intraday optimization, and self-service portals through mobile and web app

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
Trends analysis and seasonality prediction	Shift bidding, shift trading, and agent preference-based scheduling	Live alert for adherence deviations such as late logins, extended breaks, and early logouts	Real-time and post-call transcription for compliance auditing	AI-driven coaching recommendations		Customizable rules for workforce policies
Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

ProHance

ProHance provides a cloud-based platform that aligns workforce capacity with operational demand through data-driven scheduling and real-time adjustments

Low ○○○○○ High

Technology and functional capabilities	● ● ● ○ ○
Market presence and business viability	● ● ● ◐ ○
Employee experience and usability	● ● ● ○ ○
Process coverage and industry applicability	● ● ● ● ◐
Overall	● ● ● ◐ ○

Standalone (Yes / No): Yes

Company overview

ProHance provides operations enablement, workforce management, and analytics solutions, offering real-time visibility into distributed and hybrid teams across back-office, voice, chat, and email operations. Its platform includes tools to support productivity, compliance, cost efficiency, customer experience, and data-driven decision-making. ProHance helps organizations manage, measure, and optimize workforce performance across geographies, functions, and processes.

Key leaders

- Ankur Dhingra, Chief Executive Officer
- Rajesh Sharma, Chief Product Officer
- Dr. Kishore Reddy, Chief Technology Officer
- Saurabh Sharma, Chief Operating Officer

Headquarters: Bangalore, India

Website: prohance.net

Key clients include

- Omega
- Datamatics
- Medi Assist

Recent deals and announcements

- 2025: In the first quarter of 2025, ProHance announced it had achieved 400,000 users
- 2024: It expanded into the US, Europe, MENA, and South American markets to offer its cloud-based hybrid work and productivity solutions
- 2023: ChrysCapital, a private equity firm, acquired a 75% stake in ProHance to support its global expansion and strengthen its position in workforce analytics

Product overview

ProHanceCX (PCX) is a contact center workforce management solution that supports forecasting, capacity planning, scheduling, and intraday management. It uses mathematical modeling, real-time data, and configurable workflows to address workforce management requirements across industries.

- It supports clients from various geographies such as North America, Europe, LATAM, and APAC
- Midsize enterprises primarily leverage its WFM solutions, followed by lower adoption among large and small enterprises
- It serves industries, including telecommunications, media and entertainment, BFSI, manufacturing, healthcare, and logistics and supply chain
- It supports integration with platforms such as Avaya, Cisco, Amazon Connect, Five9, Genesys, Salesforce, and ServiceNow

Market adoption and partnership overview

Clients	25+	Partners/Resellers[1]	NA

1 The partners included are part of overall partner network and are not specific to WFM solutions

ProHance

ProHanceCX leverages machine learning and neural network-based forecasting with real-time scheduling to manage capacity and reduce staffing gaps, along with real-time adherence and intraday adjustments through self-service portals for agents

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
Trends analysis and seasonality prediction	Shift bidding, shift trading, and agent preference-based scheduling	Live alert for adherence deviations such as late logins, extended breaks, and early logouts	Real-time and post-call transcription for compliance auditing	AI-driven coaching recommendations		Customizable rules for workforce policies
Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

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SESTEK

SESTEK provides AI-based workforce management through its Knovvu WFM platform, which includes capabilities for forecasting, scheduling, and performance monitoring

[NOT EXHAUSTIVE]   Low ○○○○○ High

Company overview

SESTEK is a global solution vendor working on AI-powered products for automation and digitalization of customer experience. It is a conversational automation technology provider that develops AI-driven solutions, including speech analytics, real-time agent assistance, automated quality management, and workforce management to improve customer experience and agent productivity.

Key leaders

- Prof. Levent Arslan, Founder and Chief Executive Officer
- Yalım Eristiren, Managing Director, North America

- Cagatay Yurdasal, Head Of Product Management
- A.Serdar Karadayi, President

Headquarters: Istanbul, Turkey   **Website:** sestek.com

Key clients include

Not disclosed

Recent deals and announcements

2024: integrated workforce management solution into its portfolio and branded it as Knovvu WFM to enable AI-driven capacity planning

Technology and functional capabilities	●●●◐○
Market presence and business viability	●●●○○
Employee experience and usability	●●●◐○
Process coverage and industry applicability	●●●●●
Overall	●●●◐○

Standalone (Yes / No): Yes

Product overview

SESTEK provides workforce management tools for AI-driven forecasting, scheduling, real-time monitoring, and capacity planning for contact centers. It also provides workforce engagement tools, such as speech and text analytics, call-recording analysis, and voice bots, to help clients improve forecasting accuracy, agent scheduling, compliance, and workforce performance.

- Clients from various geographies, such as North America, Europe, and MEA, have adopted its WFM solutions
- Large enterprises primarily leverage its WFM solutions, followed by lower adoption among midsize and small enterprises
- It serves industries, including textile, technology, aviation and transportation, BPO, telecommunications, BFSI, healthcare, retail and CPG, e-commerce, government, and public sector
- Its partners include Five9, AWS, Genesys, Avaya, Microsoft, Zoom, ClearSource, Teleperformance, IST, TeleApps, Mplus+, and CallCenter Studio

Market adoption and partnership overview

Clients	15+	Partners/Resellers[1]	10+

1 The partners included are part of overall partner network and are not specific to WFM solutions

SESTEK

SESTEK provides AI-driven workforce management with tools for forecasting, scheduling, real-time adherence, quality monitoring, coaching, and employee engagement for contact center performance

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
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Scenario-based workforce capacity planning	AI-driven automated schedule creation	Automated schedule adjustments based on volume fluctuations	AI and analytics-driven tools such as speech and text analytics for QA	Agent performance benchmarking against peers		AI-driven chatbot assistance
			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

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Sprinklr

Sprinklr delivers workforce management capabilities through its cloud-native, unified-CXM platform, with solutions available individually or bundled within its Sprinklr Service product suite

Company overview

Sprinklr provides an AI-powered CXM platform that enables enterprises to manage customer interactions across digital, social, voice, and email channels. Its single-codebase system supports customer service, marketing, social media, and insights through integrated AI, automation, and analytics to improve operational efficiency and customer experience.

Key leaders

- Rory Read, President, President and Chief Executive Officer
- Joy Corso, Chief Administrative Officer
- Amitabh Misra, Chief Technology Officer
- Sanjay Macwan, Chief Information Officer
- Manish Sarin, Chief Financial Officer
- Arun Pattabhiraman, Chief Marketing Officer

Headquarters: New York, New York State

Website: sprinklr.com

Key clients include

- Telefónica
- Cdiscount
- Aramex
- Deutsche Telekom

Recent deals and announcements

- 2024: merged its forecasting and capacity planning capabilities into a unified Forecast Scenario tool, with what-if analysis, real-time adjustments, and improved scheduling and alerts
- 2023: introduced more than 700 new features and enhancements across the four Sprinklr product suites, including live updates on agent adherence, optimal scheduling with shift bidding, automated quality scoring, and AI-powered dashboards

Low ○○○○○ High

Technology and functional capabilities	●●●●○
Market presence and business viability	●●●●○
Employee experience and usability	●●●●●
Process coverage and industry applicability	●●●●○
Overall	●●●●○

Standalone (Yes / No): Yes

Product overview

Sprinklr offers workforce management as an integrated feature within its unified Sprinklr Service platform and as a standalone offering. It helps contact center managers analyze historical data to predict workforce needs, meet service targets, and improve efficiency with capabilities such as automated scheduling, shift bidding, time off management, approval automation, AI-driven forecasting, capacity planning, and staffing simulation.

- Clients from various geographies, such as North America and EMEA, have adopted its WFM solutions
- Large enterprises primarily leverage its WFM solutions, followed by lower adoption among midsize and small enterprises
- It serves industries including manufacturing, retail and CPG, energy and utilities, BFSI, government, travel and hospitality, technology, healthcare and pharma, transportation, and logistics
- It supports integrations with platforms such as Arabot, DaveAI, IBM Watson, Haptik, Kona.tech, Kore.ai, Microsoft Bot Framework, Ozonetel, ServiceNow, SAP Service Cloud, and Twilio
- Its partners include Deloitte, Google, Meta, AWS, Tik Tok, NTT Data, Adobe, Dentsu, and Accenture

Market adoption and partnership overview

Clients	Not disclosed	Partners/Resellers[1]	Not disclosed

1 The customers listed are not specific to WFM solutions

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Sprinklr

Sprinklr's WFM solution supports AI-driven forecasting, intraday scheduling, quality management, and omnichannel performance analytics, with features such as automated scoring, call recording, and supervisor intervention tools

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
Multi-region forecasting	Multi-site and multi-time zone scheduling	Compliance monitoring	Calibration tools for supervisors for consistent evaluations	Real-time coaching support	AI-driven engagement analytics	Multi-tier approval workflows
Short-term demand forecasting	Flexible workforce scheduling (full-time, part-time, gig, and remote)	Intraday re-forecasting and re-optimization	Screen recording for agent performance analysis	Supervisor coaching tools with performance insights	Performance leaderboards and achievements tracking	Self-service portals for agents
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			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

UJET

UJET offers a cloud-based CCaaS platform with natively embedded WFM capabilities to enable workforce forecasting, scheduling, and real-time adherence in a single unified interface

Company overview

UJET provides an AI-powered CCaaS and workforce management platform that integrates voice, chat, SMS, email, and social media communications. The platform features intelligent automation, CRM first architecture, real-time analytics, and omnichannel orchestration to support contact center operations.

Key leaders

- Vasili Triant, Chief Executive Officer
- Kristin King, Chief Revenue Officer
- Baker Johnson, Chief Business Officer
- Leslie Blanke, Chief Product Officer and Head of Engineering

Headquarters: San Francisco, California

Website: ujet.cx

Key clients include

- Zettle by PayPal
- Wag!
- Capital on Tap
- Instacart

Recent deals and announcements

- 2025: partnered with Aspect to deliver an integrated AI-powered cloud contact center solution, featuring workforce engagement tools for agent productivity and compliance management
- 2023: launched its agent mobile app to enable agents to handle calls, chats, and CRM access from iOS or Android devices
- 2023: partnered with Google Cloud to launch UJET WFM to provide forecasting, scheduling, and real-time adherence monitoring; it is also natively available within Google Cloud's contact center AI platform

1 The partners included are part of overall partner network and are not specific to WFM solutions

Low ○○○○○ High

Technology and functional capabilities	●●●○○
Market presence and business viability	●●●◐○
Employee experience and usability	●●●●◐
Process coverage and industry applicability	●●●●○
Overall	●●●◐○

Standalone (Yes / No): No

Product overview

UJET's workforce management solution is a native module within its cloud contact center platform, providing real-time forecasting, automated scheduling, and adherence monitoring across voice and digital channels. It includes agent self-service tools, platform integrations, and customizable portals to support staffing, capacity planning, and operational performance.

- Clients from various geographies, such as North America, LATAM, EMEA, and APAC, have adopted its WFM solutions
- Large and small enterprises primarily leverage its WFM solutions, while midsize enterprises adopt them to a lesser extent
- It serves industries, including BFSI, retail and CPG, travel and hospitality, and healthcare
- It supports integrations with platforms such as NiCE, Aspect, Verint, Tableau, Looker, Zendesk, ServiceNow, Freshdesk, HubSpot, Kustomer, and Google Analytics
- Its partners include Google Cloud, Quantiphi, Salesforce, Calabrio, Observe.ai, AWS, Oracle, and Lam Technologies

Market adoption and partnership overview

Clients	5+	Partners/Resellers[1]	70+

UJET

UJET offers WFM capabilities, including AI-powered forecasting, scheduling, and real-time adherence, along with a growing focus on agent performance, coaching, and engagement

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
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			Agent scorecards with KPI-based evaluation			Bulk upload and management of workforce data

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Verint

Verint offers workforce engagement capabilities through Verint Open Platform to help enterprises increase workforce capacity, performance, and experience

[NOT EXHAUSTIVE]   Low ○○○○○ High

Company overview

Verint provides customer experience automation solutions with AI-enabled bots for contact centers, web/mobile channels, branch offices, and back-office operations. Its platform integrates with business applications, telephony systems, and data lakes, supporting customer and employee engagement through automation and data integration.

Key leaders

- Dan Bodner, Chief Executive Officer
- Elan Moriah, President
- Anna Convery, Chief Marketing Officer
- Jaime Meritt, Chief Product Officer

Headquarters: New York, New York State

Website: verint.com

Key clients include

- Google
- Fiserv
- Capitec Bank
- MTD

Recent deals and announcements

- 2025: Verint is expanding its global innovation center in Bangalore, India, with plans to reach 1,000 employees by 2026, focusing on AI, data science, and CX automation development
- 2024: launched a new CX/EX Scoring Bot within Verint Open Platform to deliver real-time customer and employee experience scores using proprietary AI models
- 2024: partnered with RingCentral to integrate Verint's AI-powered Workforce Engagement Management and CX automation solutions into RingCX
- 2024: launched the Knowledge Automation Bot to help contact center agents automatically retrieve and summarize information using gen AI
- 2024: launched TimeFlex to automate agent scheduling changes in contact centers using a token system where agents earn and spend FlexCoins based on schedule impact

Technology and functional capabilities	●●●●●
Market presence and business viability	●●●●◐
Employee experience and usability	●●●●●
Process coverage and industry applicability	●●●●●
Overall	●●●●●

Standalone (Yes / No): Yes

Product overview

Verint's Open Platform delivers workforce optimization with omnichannel forecasting, automated scheduling, real-time adherence, and performance management. It supports staffing adjustments based on workload and skills, while AI evaluates 100% of voice and text interactions for quality and compliance. Verint TimeFlex lets employees adjust schedules independently. Offered as a private cloud subscription, the platform delivers centralized, enterprise-wide WFM capabilities with integration across multiple data sources.

- Clients from across the globe have adopted its WFM solutions
- Large enterprises primarily leverage its WFM solution. It also offers WFM Essentials, designed specifically for the small and midsize market
- It serves industries, including telecommunications, BFSI, manufacturing, healthcare, retail and CPG, energy and utilities, e-commerce, transportation, education, and government
- It supports integrations with platforms, including Salesforce, Microsoft Dynamics, Zendesk, Oracle, SAP, Workday, and ServiceNow, as well as has APIs for integration with customer data lakes, Customer Data Platforms (CDPs), e-learning platforms, and Automatic Call Distribution (ACD)/CCaaS platforms
- Its partners include Five9, Connex, Group Elite, Mayday Communications, NWN Corporation, and Sound Communications

Market adoption and partnership overview

Clients	100+	Partners/Resellers[1]	90+

1 The partners included are part of overall partner network and are not specific to WFM solutions

Verint

Verint offers an AI-powered workforce management suite with advanced forecasting, real-time adherence tracking, and automated agent scheduling capabilities, along with a self-service app and performance incentives for enhancing employee experience

Available   In the roadmap   Not available

Forecasting and demand planning	Scheduling and shift management	Real-time adherence and intraday management	Quality management	Performance tracking and coaching	Employee engagement	Administrative and user management
Long-term demand forecasting	Skill-based scheduling (language, expertise, and product knowledge)	Real-time agent activity tracking	Interaction recording (voice, chat, email, and video)	Automated feedback loops for performance improvement	Gamification modules and performance incentives	Mobile workforce management app for shift management
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Appendix

Glossary

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Glossary of key terms used in this report

AI Agent / Digital Employee	Conversational bot that autonomously handles customer interactions and is measured like a human agent
Application Programming Interface (API)	A set of rules and protocols that allows different software systems to communicate and share data with each other
Contact Center-as-a-Service (CCaaS)	Cloud-based platform that delivers contact-center technology via a subscription model
Forecasting	Predicting contact volumes and workload using historical and real-time data
Gamification	Applying game mechanics (points and leaderboards) to motivate and engage agents
Hybrid workforce management	Coordinated management of human and AI agents as a single workforce for scheduling and performance tracking
Intraday management	Adjusting staffing and schedules within the day based on live demand and events

Large Language Models (LLMs)	AI models capable of understanding, generating, and interacting in human languages
Machine learning	A subset of AI where algorithms automatically improve by learning from data
Omnichannel	Managing customer interactions seamlessly across multiple channels (voice, chat, email, and social)
Real-time Adherence (RTA)	Monitoring whether agents follow their planned schedules in real time
Total Value Equation (TVE)	A framework used to evaluate the overall effectiveness and value of workforce management solutions
Workforce Management (WFM)	Process of forecasting demand, scheduling staff, and monitoring performance to meet service levels efficiently

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