



WFM Adapter for Salesforce®



Integrate Salesforce® with your Workforce Management system



What is Workforce Management (WFM) Adapter for Salesforce?

It is an Aria Solutions' application that provides a seamless integration between Salesforce Service Cloud® and WFM.

It allows managers to effectively manage contact center and back office personnel from one powerful tool to achieve higher service levels, reduce staffing costs, and increase productivity and employee empowerment.

The Aria WFM Adapter connects to 5 of the major WFM players and also has a universal connector that addresses most of the remaining market.

Now, customer service organizations can have accurate forecasts of CRM activities for capacity planning, and better resource allocation, scheduling, and insight into employee work time and productivity.

Solution Highlights:

- Approved by Salesforce, the solution ensures application quality, security and is tested with new releases
- Ideal for companies with existing WFM that work a large volume of cases, live agents, and/or leads
- Provides a consolidated view of all Salesforce users
- Delivers real-time reporting data that gives managers insight into employee work-time and productivity
- Provides the information to your chosen WFM Platform in a format required to maximize your investment

Benefits:

- Improves forecasting accuracy and capacity planning for CRM activities
- Increases productivity and helps manage service levels
- Improves resource allocation and scheduling
- Reduces staffing costs
- Maximizes your WFM and Salesforce investment

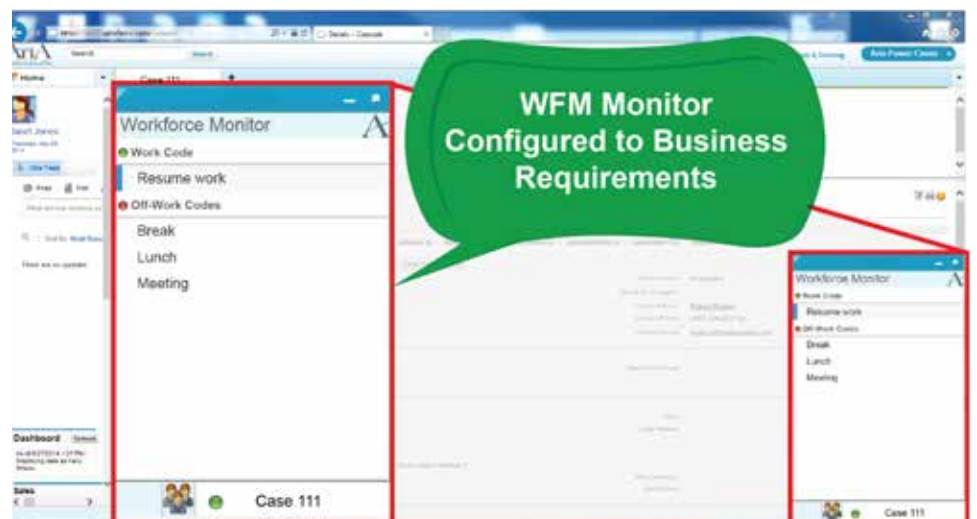


Figure 1

Feature Highlights

- Standard Integration with Aspect, IEX, Nice, Tele-opti.
- Feeds both Historical and Real time for schedules and RTA
- Supports Cases, Live Agent, SOS, Leads in all console apps
- Takes advantage of the Omni widget for presence when possible

The product is designed with Workforce Monitor and Report Server modules that are fully scalable for the largest operations (see Figure 2):



Key Results

As seen at **NOW TV**

- +40%** Schedule Adherence
- +15%** Productivity Increase
- 14%** Decrease in cost to service
- +20%** Increased in live interactions
- +20%** Increased Content Purchase

Workforce Monitor

- Force.com application that is fully integrated with Service Cloud Console, and Salesforce omnichannel
- Integrates into Salesforce Presence and translates to WFM forecasting
- Configurable employee “not ready” reasons, such as break, lunch and meeting to easily adapt to your environment
- Comprehensive employee productivity features track and measure idle, working and not working time
- Provides real-time state reports for agents and back office associates

Report Server

- Runs on a server at the customer’s location, enabling WFM data security
- Automatically generates queue, associate and agent reports to support WFM forecasting and Intraday Management processes
- Sends real-time agent state changes to WFM for state and adherence monitoring and reporting
- Allows for 15 or 30 minutes interval reporting

Who Are We?

Aria Solutions has been a leading provider of contact center and customer engagement solutions for 20 years, delivering innovative, multi-channel, cloud, on-premises and hybrid-based solutions. We specialize in working with Genesys, Salesforce and LiveOps platforms, building products and delivering services to offer complete solutions. Our thorough methodology and expertise are key in helping customers promote customer engagements, create exceptional customer experiences, and deliver positive business results.

Partnered with:



Head Office

Suite 600, 110-12th Ave SW
Calgary, AB, Canada T2R 0G7
Ph: +1 403 235 0227
Toll Free: +1 866 550 2742

US Corporate Office

209 Jackson St N. Suite A-2
Sulphur Springs, TX
United States 75482
Toll Free: +1 866 550 2742