

# FLOW

New Age Of WFM



**Customized for your business.  
Optimized for your workforce.**

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INTRODUCING

# FLOW

The new age WFM solution that brings the best of AutoML, AI and Cloud technologies to forecasting, planning and optimizing workforces.

With FLOW WFM, you will always get the right agent with right skills at right time for every customer.

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## 50%-70%

Reduction in workload coordination can be obtained through Workforce Management Solutions.

Boston Consulting Group (BCG) Report 2022

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## We understand your world

Your need to balance customer demand for rich experience on multiple channels with profitability. You need visibility of data across multiple locations and sources for actionable insights. You need to forecast and plan quickly but accurately to maximize productivity. You need every advantage you can get to define the game.

**BPMs today need to evolve their workforce to keep pace with rapidly changing customer expectations.**

**It's time to move ahead from traditional WFM solutions.**

# Optimize Your Workforce



## ETL

### Connect with everything

We break silos so you can mine rich insights. Wherever your data lives and whichever system you choose to use, we support them all. Grow with a solution that fits your needs, not the other way around.



## Forecasting

### Forecast with confidence

Infuse your contact center with AutoML to take the guesswork out of forecasting. Find hidden patterns and insights from any length and breadth of data across all customer channels for outputs you can depend upon.



## Capacity Planning

### Balance cost with customer delight

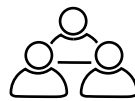
Find the perfect balance between meeting SLAs and optimal staffing for omnichannel. We help you plan to overcome real-world complexities so that you never have to face a crisis.



## Shift Scheduler

### Plug leakages and elevate productivity

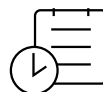
Plan the right number and type of shifts to control your leakages. Take the manual work out of planning shift patterns with ML. Save cost by identifying and addressing scheduling leakages & irregularities.



## Empower

### Promote employee satisfaction with shift-bids and boost performance

Equip your employees to bid for preferred shifts and weekly offs. Allow team leaders to accept or swap employee preferences and monitor team scorecards anytime of the day. Empower WFM teams to balance employee satisfaction with profitability.



## Rostering and Scheduling

### Match the best agent for every customer opportunity

Delight customers on every channel they choose. We help you leverage the power of AI to set up the team for success. Offload administrative tasks to us so that you are free to care for your customers. Allocating the right number of people with right skills at the right time is easy.



## WFM Analytics and Dashboard

### Create a culture of excellence

Get the insights you need, when you need them and how you need them with customizable, real-time and interactive 360° dashboards. Empower every business user to understand, analyze and compare data and make data-driven decisions. Set and surpass every KPI.

# Customer Speak



FLOW is a new age solution that is very relevant for traditional WFM teams that want to evolve with a rapidly advancing industry.

Hexaware chose FLOW for its flexibility and openness to change, which meant that we didn't need to fit our requirements to the solution. Access to cutting-edge technology empowers our WFM team to think differently and bring in the new age of operations.

**Swapnil Nagvekar**  
Global Head WFM, Hexaware BPS



Flow allows us to seamlessly manage the entire lifecycle of Workforce Management with just one solution. It gives us complete visibility of all our data, elevates customer experience and maximizes productivity . With Flow, CBSL has enhanced its data-driven insights.

**Shashi Puthran**  
AVP WFM and MIS, CBSL



Let's script a success story together.  
Connect with us to explore.



Kyvos is a modern, cloud-native high-speed data analytics platform that enables sub-second querying on massive datasets.

The platform's universal semantic layer democratizes data for all users across the enterprise, enabling self-serve analytics. Its AI-powered smart aggregation technology modernizes advanced analytics, while reducing the time and cost to extract insights.

With Kyvos, instantly analyze data at any scale using the visualization tool and underlying cloud platform of your choice.

FOR MORE INFORMATION:

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