

# FLOW

from KYVOS



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

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INTRODUCING

# FLOW

FLOW is an AI-powered, self-serve workforce management suite that arms BPMs with a single solution that brings the best of AI/ML for forecasting, planning and optimizing workforces.

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

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## Numbers That Matter

Over

**90%**

Schedule  
Quality Index

Upto

**97%**

Forecast  
Accuracy

**60%**

Reduction in WFM  
Planning Time

**~7%**

Optimized  
Headcount

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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 AutoAI/ML 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

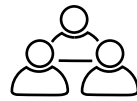
Find the perfect balance between meeting SLAs and optimal staffing for omnichannel. We help you plan to overcome real-world complexities so that you never have to face a crisis.



## Shift Scheduler

### Plug leakages and elevate productivity

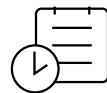
Plan the right number and type of shifts to control your leakages. Take the manual work out of planning shift patterns with ML. Save cost by identifying and addressing scheduling leakages & irregularities.



## 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 BI and FLOW are the only solutions any BPM needs for business intelligence and workforce lifecycle management.

Kyvos is a Gen AI powered semantic layer that supercharges analytics and AI initiatives. Kyvos delivers hyper speed analytics at any scale, along with significant savings on analytics cost. The infrastructure-agnostic semantic layer is a critical building block of any modern data or AI stack.

FLOW by Kyvos brings the best of AI/ML and powerful analytics for BPMs to intelligently automate workforce management planning for every business type. The suite empowers WFM teams to deliver it all - optimized workforces, improved customer experience and maximized productivity.

FOR MORE INFORMATION:

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