

Case Study

Driving Workforce Excellence in Healthcare BPM with **FLOW GCC**

FLOW
from **kyvos**

Overview

The Workforce Management (WFM) and Business Operations teams in the Global Command Center operate at the nerve center of enterprise performance where every data point, from call volumes and SLA adherence to staffing heatmaps and customer sentiment, reflects real-time business dynamics. Amidst this complexity lies a powerful opportunity for AI enablement. By embedding predictive analytics, intelligent scheduling, and automated intraday adjustments, organizations can transform manual monitoring into proactive decision-making. AI can empower teams to forecast demand shifts with precision, balance staffing dynamically, and drive consistent service excellence across geographies while freeing managers to focus on strategic outcomes rather than operational firefighting.

This case presents how AI-driven workforce management can elevate agility, accuracy, and engagement, redefining how global command centers operate in a data-rich environment. As a leader in healthcare-focused business process management, this organization supports high-volume, voice-based operations across the globe. With a strong emphasis on service delivery and compliance, their teams are responsible for driving performance, productivity, agility and improved customer experience, while ensuring strict SLA and KPI adherence.

They envisioned a global center of excellence (CoE) that would unify operations, analytics and decision-making into one real-time, enterprise-wide view. A key priority was automating real-time analyst (RTA) functions, eliminating manual queue tracking, reducing reaction delays and enabling faster intraday replanning based on live data. Their ultimate goal is to deliver consistent outcomes for healthcare clients while continuously identifying process gaps and optimizing operations.

Challenges

An opportunity emerged to enhance visibility and collaboration across teams. While data resided in multiple systems managed by different functions, this diversity highlighted the need for a more connected and unified view of operations. Leaders recognized the potential to streamline performance insights and make information more accessible without overdependence on manual updates. The varied reporting structures across units became a catalyst for designing a more standardized and intelligent framework one that could bring consistency, transparency, and shared understanding across the enterprise.

Most significantly, each line of business was managed independently, with heavy reliance on people-driven approaches. Change adoption across teams was slow, and they wanted to introduce a structure or tool for scaling across the organization.

Ask



A **unified view** of operations, KPIs and team performance across all business units.



Standardized analytics processes to drive consistent, actionable insights.



Real-time monitoring based on live data and **forecasting** for RTAs and supervisors.



Intraday replanning, reforecasting and agent shift bidding for smart resource allocation.



Higher adoption and agility through conversational analytics.

FLOW GCC spearheaded this transformation by establishing a Center of Excellence that empowered teams to act with greater speed, precision, and confidence. Through RTA Automation, the system enabled intelligent intraday replanning identifying performance-based reallocation opportunities for OT generation in line with real-time patterns and demand fluctuations.

Complementing this, Conversational Analytics (Dialogs) provided leaders and planners with instant, data-driven insights through natural language interactions. Together, these innovations reduced manual effort, accelerated decision-making, and enhanced responsiveness creating a truly agile, insight-led command center that drives measurable improvements in performance and service excellence.

FLOW brought workforce management, analytics and Gen AI into a single global command center platform, giving the organization centralized control across all business lines. Planning, operations and performance tracking were combined into one system. Everyone used the same data, metrics and dashboards, no matter the location or client.

With one standardized reporting framework, teams could switch between accounts to see the right KPIs without rebuilding dashboards or redefining metrics. They gained live visibility into demand, availability and productivity of agents, which made planning more accurate and improved SLA compliance. GCC leaders had a single source of truth for performance, enabling dynamic adjustments and better decisions.

Time spent on data preparation was reduced by 70%
with standardized, automated dashboards.

FLOW ensured predictable SLA attainment with proactive forecasting

FLOW helped teams stay ahead of SLAs. Using dynamic planning tools, it allowed WFM teams to simulate scenarios, adjust daily goals and understand how today's actions would affect monthly targets. Instead of reacting to missed metrics, they could now plan volume, average head count (AHT) and staffing more effectively to meet SLAs across the board.

A shift from reactive to proactive planning meant fewer surprises, better resource utilization and more consistent service levels, all with greater confidence in the numbers behind the plan. All of this was available on mobile devices, keeping teams connected anywhere.

RTA automation with FLOW eliminated manual workloads

FLOW gave RTAs faster, more accurate ways to act by replacing manual queue tracking with automated alerts and live recommendations. Constant data refreshes let them reforecast staffing during the day, spot issues quickly, reallocate resources and reduce handling time.

Once updated, actions were applied instantly across locations. Agent bidding helped them matching demand with available staff and assigning shifts happened in one flow. This automation freed RTAs to focus on results.

RTA planning time reduced by 50% through real-time automation and business performance alerts.

With FLOW, business users get instant answers, without waiting on analysts

With the integration of Conversational analytics, users now ask complex questions about their data in business language and get answers instantly. They could easily explore historical and real-time data without depending on dashboards or data teams.

FLOW also gave users the confidence to dig deeper and explore what's working, what isn't and take action without waiting for someone else to interpret the data. With timely performance reviews, managers could walk into meetings with clarity and focus on the next steps.

From unit-level management to enterprise-wide performance excellence

With Native AI at its core, FLOW GCC has redefined how global command centers operate, turning data overload into dynamic intelligence. Automated performance management continuously monitors key KPIs and SLAs, triggering intelligent business performance alerts that guide leaders toward timely interventions. AI-driven intraday adjustments and performance-based allocations ensure the right resources are aligned to the right demand at the right moment maximizing utilization, productivity, and service excellence. By embedding automation and intelligence natively within the GCC ecosystem, FLOW empowers enterprises to move from reactive monitoring to proactive orchestration driving agility, accountability, and performance consistency across every business line and geography.

To learn more about how FLOW can deliver similar results for your enterprise, connect with us at www.flowwfm.com/schedule-demo.

About FLOW

FLOW is a unified intelligence platform engineered for modern BPOs, integrating advanced workforce management (WFM), real-time performance automation and conversational analytics to drive operational excellence at scale. With features like AI-driven forecasting and automated scheduling, FLOW helps you adapt quickly to changing demands and improve team performance.

The platform gives supervisors and teams the information they need to respond instantly to SLA risks, productivity dips or staffing gaps. FLOW's conversational analytics provide instant, easy-to-understand insights for every user.

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