

Tech Giant Runs

**WFM 95% Faster,
15% Leaner with
FLOW**

Overview

A global technology services organization with large-scale operations and delivery functions faced increasing complexity in managing workforce demand, capacity, and performance. Data was spread across multiple systems and heavily dependent on manual processing and spreadsheets, resulting in delayed insights and reactive decision-making.

To improve planning accuracy, scheduling efficiency, and real-time operational visibility, the organization adopted an integrated, intelligence-driven Workforce Management (WFM) platform to streamline planning and execution across the workforce lifecycle.

Problem Statement

- **Time-consuming and error-prone processes** of handling vast amounts of raw data and processing them
- **Lack of reliable modeling tools** to predict capacity requirements for product cycles or workload surges
- Traditional shift scheduling methods led to **inefficiencies in agent allocation**
- **Difficulty in scheduling breaks** that balanced operational requirements with employee satisfaction
- **Limited visibility** into performance metrics and tracking across the planning cycle
- **Slow, reactive intraday adjustments** due to absence of timely alerts for performance outliers
- **Decision-making remained reactive**, with no clear way to measure workforce ROI

Ask



Automated data processing to transform raw data into structured, decision-ready insights



Accurate, **simulation-based capacity planning** across multiple demand scenarios



AI/ML-powered shift scheduling to optimize headcount coverage and reduce manual effort



Intelligent break optimization aligned to operational needs and employee fairness



Full visibility across schedules, intra-day performance and 360° performance metrics



Real-time alerts for intraday deviations to drive proactive action



Intuitive dashboards that made insights accessible without analyst dependency



Measurable business impact and ROI from workforce optimization initiatives

Solutions & Impact

Data Automation

- Automated processing of large volumes of raw data through ETL workflows
- Conversion of raw data into a clean, structured and usable format
- Significant reduction in manual data handling and dependency on human intervention

Data processing time reduced by 95%, accelerating decision-making with clean, reliable data.

Optimized Capacity Planning with Simulation

- Model multiple staffing and workload scenarios to ensure optimal capacity levels for peak and off-peak demands
- Improved operational efficiency by avoiding overstaffing and understaffing

Intelligent Break Optimization

- Well-defined and strategically planned breaks for continuous business coverage
- Break schedules that boost employees' morale and well-being
- Improved workforce performance and CX through a more rested and engaged team

Integrated Workforce & Performance Analytics

- Visibility into schedules, intraday performance and overall workforce outcomes
- Interactive, 360° performance dashboards, enabling actionable insights
- Continuous improvement and business alerts based on data-driven decisions.



AI-Driven Shift Optimization

- AI/ML-based algorithms to dynamically generate optimized shift schedules
- Intelligent handling of consecutive and best-fit weekly-off combinations
- Improved alignment between workforce availability and business demand
- Minimized unnecessary workforce costs while maintaining service levels

10–15% reduction in agent headcount through efficient shift allocation.



Real-Time Intraday Performance Management

- Real-time monitoring of performance metrics, such as schedule adherence and SLA performance
- Automated alerts highlighting intraday performance outliers and faster corrections
- Saved time previously spent on manual data analysis, enabling a focus on high-impact activities
- Increased productivity and better service delivery



Intuitive Leadership Dashboards

- Intuitive, interactive dashboards for ease of use
- Drill-down views into performance metrics, trends and predictive insights
- Faster access to insights enabled decision-makers to quickly identify key issues and trends
- Proactive approach to operations improved both performance and customer satisfaction

Measurable ROI & Efficiency Gains

- Workforce cost optimization through improved scheduling and break planning
- Reduced unnecessary headcount and streamlined performance management
- Clear visibility into operational and productivity improvements

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.

FOR MORE INFORMATION:



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