SimpliTalkCX is our go-to-tool for forecasting, planning, scheduling, visualization to analyze trends every 15 minutes, and time management. Simple, clean and intuitive, it's easy to use and understand. Perfect for our small but growing multi-location contact center operation. "

– Contact Center Director, FinTech

Elevate your Customer Experience
with SimpliTalkCX™ Workforce Management

Contact centers face the continual challenge of matching inconsistent inbound call volumes with agent schedules while attempting to maintain the high expectations of customer and agent experiences.

SimpliTalkCX improves the customer and agent experience with easy-to-use, cost-effective workforce management software for small to mid-sized contact centers.

With a focus on simplicity and effectiveness, SimpliTalkCX is the go-to solution for contact centers seeking to streamline their operations and drive exceptional results.

Forecast, schedule, and monitor your workforce without the need of specialized resources or data analysts.

- Quick set-up.
- Easy to learn and use.
- Expert support.

▶ **Engage, empower and retain your greatest assets.**

Built for modern contact center teams in any industry.

Get set up in days. Save BIG compared to other workforce management solutions. **Generate ROI in weeks instead of months.**

10% Reduction in labor costs

25% Increase in workforce manager efficiency

35% Reduction of abandoned calls

Key Features

– Intelligent Workforce Planning
– Dynamic Scheduling
– Adherence Monitoring
– Performance Analytics and Reporting
– Seamless Integration

SimpliTalkCX™
Empower your workforce™

![SimpliTalkCX™ Empower your workforce™]

Features and Benefits

Intelligent Workforce Planning: SimpliTalkCX™ employs powerful algorithms and predictive analytics to forecast contact volumes, identify trends, and optimize staffing requirements. This ensures that contact centers have the right number of agents scheduled at the right times to meet service level goals.

Dynamic Scheduling: The solution offers flexible and dynamic scheduling capabilities, taking into account agent preferences, skills, and availability. SimpliTalkCX enables efficient agent shift management, allowing supervisors to easily create, adjust, and optimize schedules to maximize resource utilization.

Adherence Monitoring: With SimpliTalkCX, contact center managers gain visibility into agent adherence to schedules.

Performance Analytics and Reporting: SimpliTalkCX provides valuable insights into key metrics such as average handle time, service level, shrinkage, and occupancy. Contact center managers can make data-driven decisions to enhance operational efficiency and optimize resource allocation.

Seamless Integration: SimpliTalkCX seamlessly integrates with leading contact center technologies such as telephony and customer relationship management (CRM) solutions. This integration allows for smooth data flow, less manual work running numerous reports, and accuracy/integrity of the data.

▶ **Let's get started**

Explore how SimpliTalkCX WFM can help you accurately staff your contact center, reduce costs, and provide excellent customer service. Connect at **GetResults@DecisivEdge.com** or **(302) 299-1570.**
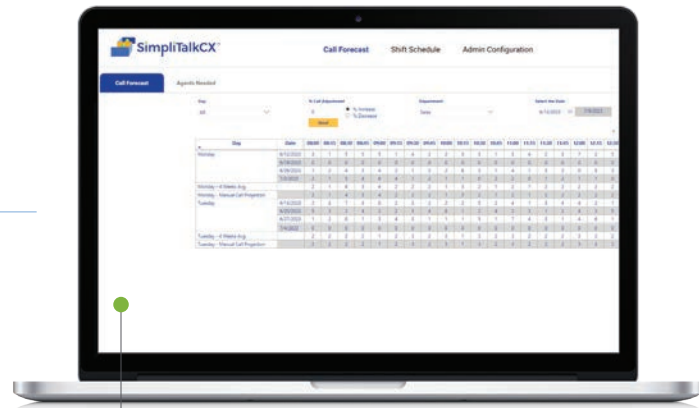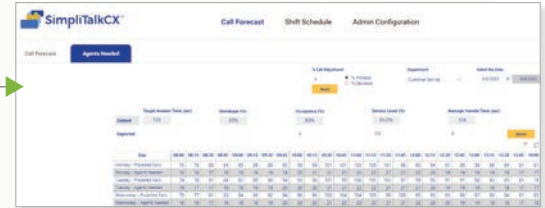
Figure 1: Call Forecasting Screen

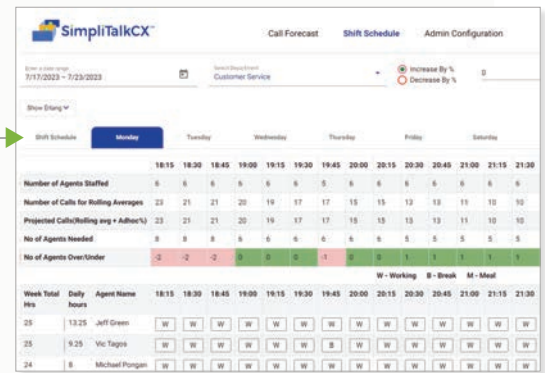**Figure 2:** Staffing Optimization Screen
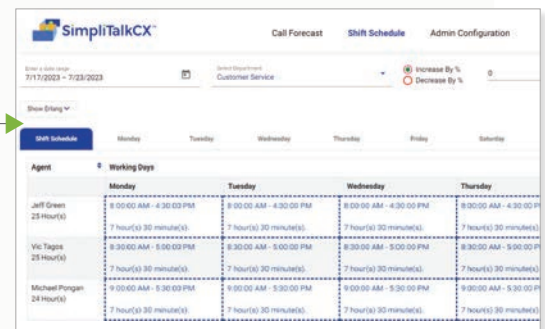
Figure 3: Daily Schedule Screen

Figure 4: Weekly Schedule Screen

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