



A GUIDE FOR WFM & CONTACT CENTER LEADERS

4 Things That Will Make or Break Your WFM Strategy

THE PROBLEM

Basic WFM Wasn't Built for The Reality of Modern Contact Centers

Most CCaaS platforms now bundle a scheduling module and call it “workforce management.” It’s enough to check a box on an RFP, but it’s built for a simpler contact center than the one you actually run: and the difference can mean millions of dollars for your organization.

Today’s contact center is complex. Channels blend together, back-office work sits alongside customer interactions, demand shifts hour to hour, and labor rules vary by region and role. When the WFM tool can’t match that complexity, it compensates with overstaffing, manual firefighting, and poor agent experience.

Labor is typically 60–70% of a contact center’s total operating cost; by far the largest line on the P&L. WFM decisions sit directly on top of that line. Get scheduling accuracy, adherence, and retention right, and the impact is worth real money, often millions annually at scale. Get it wrong, and the same math runs in reverse.



At a conservative \$10K to replace an agent, a 500 agent contact center with a 30% attrition rate is spending **\$1.5M annually** in replacement costs.

Best-in-class, enterprise WFM solutions help organizations reduce attrition by 20%, 30% even 40+%.

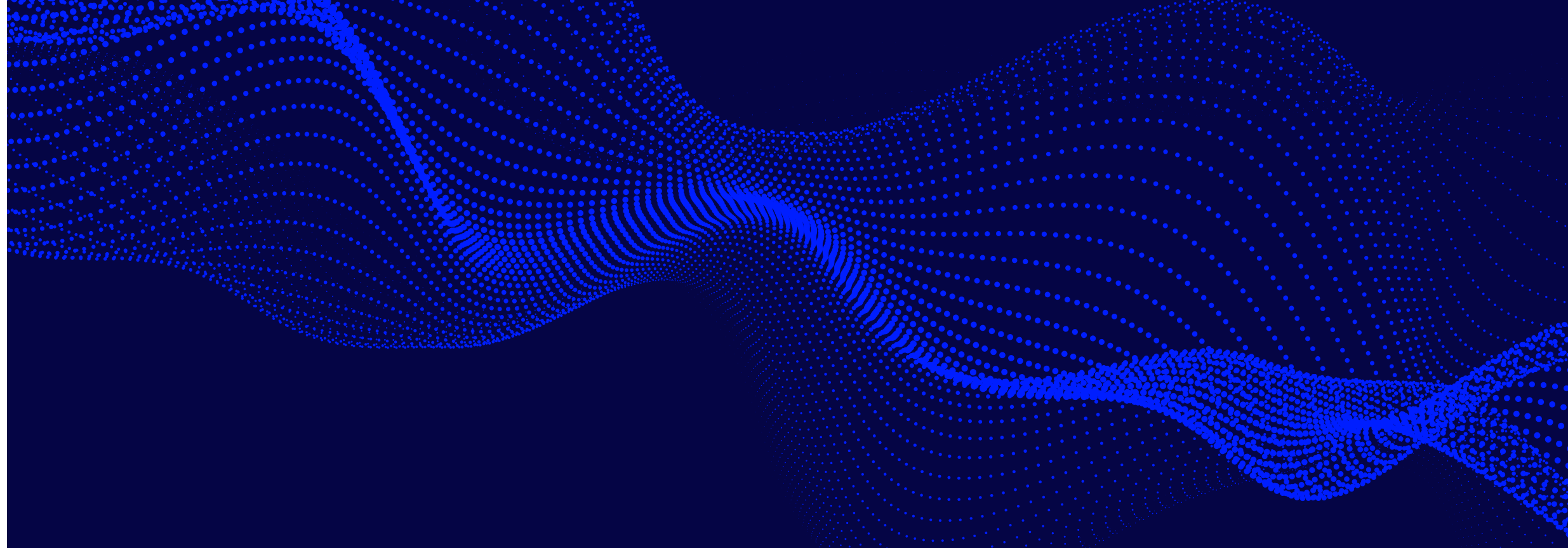
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PART 1 OF 2 — EMPLOYEE FLEXIBILITY & SCHEDULING COMPLEXITY

01 Employee-Centric Scheduling

Most bundled WFM tools assign a shift and call it done. Verint treats scheduling as a two-way conversation between the business and the employee.

- Agents define their own availability — not just requested time off
- Personal work preferences factored into every schedule
- True self-scheduling, not just shift-swap requests
- Shift bidding and vacation bidding
- Gig-style “pick your own open shift” scheduling



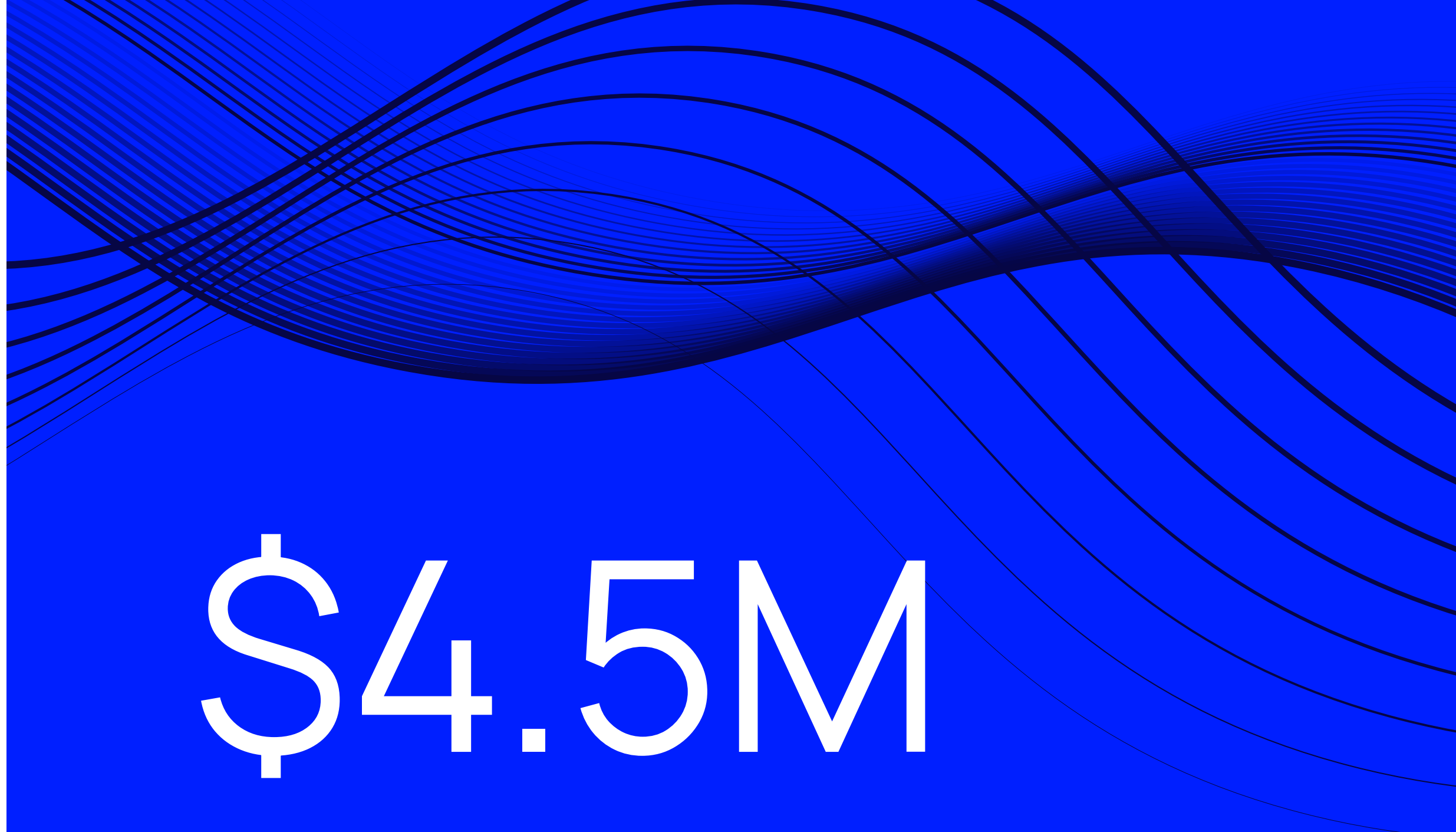
\$10K–\$20K

Cost to replace one agent — and scheduling is the #1 reason agents cite for leaving. At ~30% average attrition, flexibility isn't a nice-to-have; it's a retention line-item worth protecting.

02 Advanced Scheduling Optimization

Most bundled WFM tools are limited in the number of queues, channels and forecasts they can manage. Verint schedules for the complexity of today's contact center.

- Block scheduling across multiple activities within a single shift
- Back-office and non-contact-center work scheduled alongside customer interactions
- Minimum staffing coverage enforced regardless of forecast swings
- Built for blended, hybrid, multi-channel workforces



\$4.5M

In documented savings Verint customers have realized by properly scheduling complex, multi-channel environments, alongside up to 15% lower cost per call and higher CSAT.

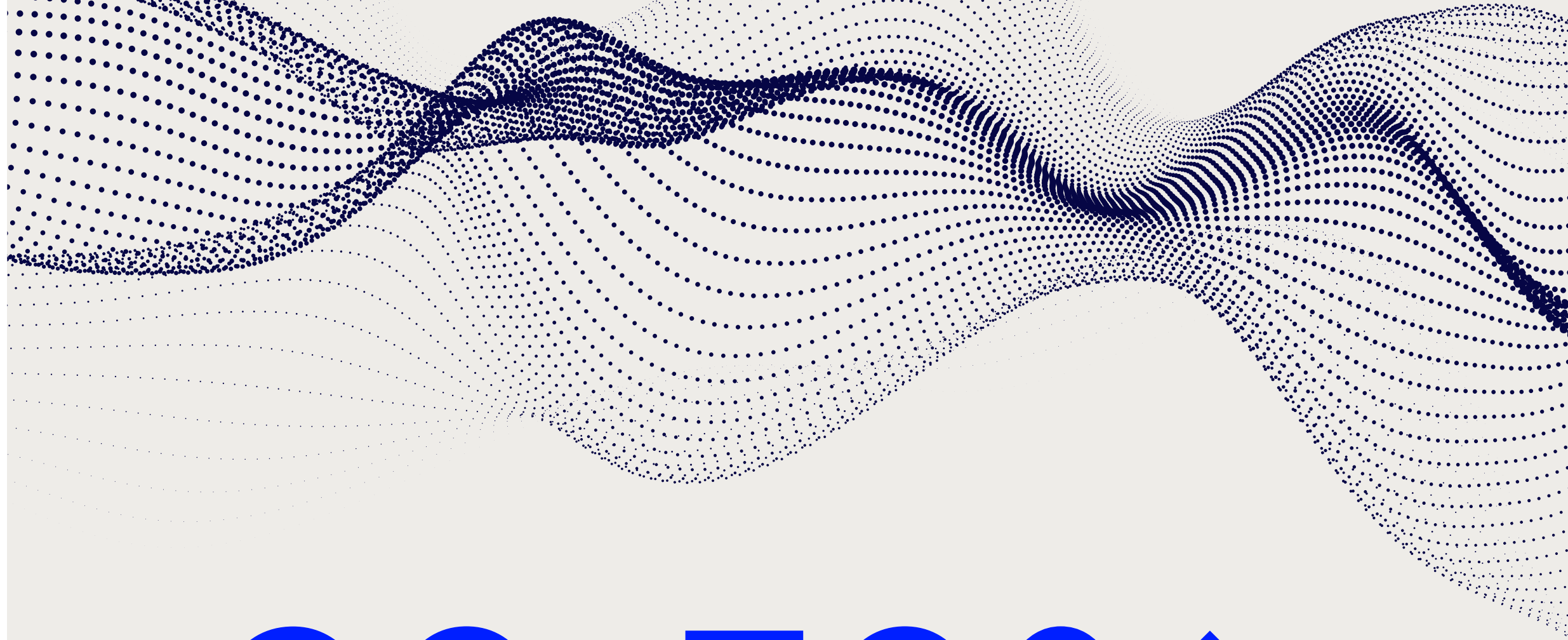
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PART 2 OF 2 — AUTOMATION, AGILITY & COMPLIANCE

03 Scheduling Automation & Workforce Agility

Most bundled WFM tools require a supervisor to approve every change, burning manager time on minutiae instead of coaching. Verint automates the routine, so your team doesn't have to.

- Voluntary time off approved automatically, no supervisor in the loop
- Overtime requests and approvals automated
- Employee-driven changes to breaks, start/end times, and activity swaps
- Shift bidding, vacation bidding, annualized hours, and gig-style scheduling all automated



60-70%

of a typical contact center's budget is labor. Higher schedule accuracy and adherence move that number directly, while freeing supervisors from manual exceptions to focus on coaching.

04 Support for Complex Labor Rules

Most bundled WFM tools handle simple, single region shift patterns and stop there. Verint supports the enterprise-grade rules large and global organizations actually operate under.

- Periodization rules for complex reporting periods
- Annualized hours management
- Complex labor agreement constraints, including union and regional variations
- Enterprise-wide workforce policy support

Fines + Lost Hours

The two-part cost of getting labor compliance wrong: regulatory penalties on one side, and admin/agent productivity quietly drained by manual workarounds on the other.



TURN WORKFORCE MANAGEMENT INTO WORKFORCE EXCELLENCE

WFM at the Speed of Life. Because Life Happens.

Verint Workforce Excellence closes the gap between a basic scheduling tool and a workforce strategy that adapts as fast as your business does and moves the largest line item on your P&L in the right direction.

See change early. Decide quickly. Act faster, without sacrificing SLAs, cost, or employee experience.

[Explore Workforce Excellence](#)

