

# WFM BUDDY™ COCKPIT

## Genesys WFM made simple for planners & supervisors

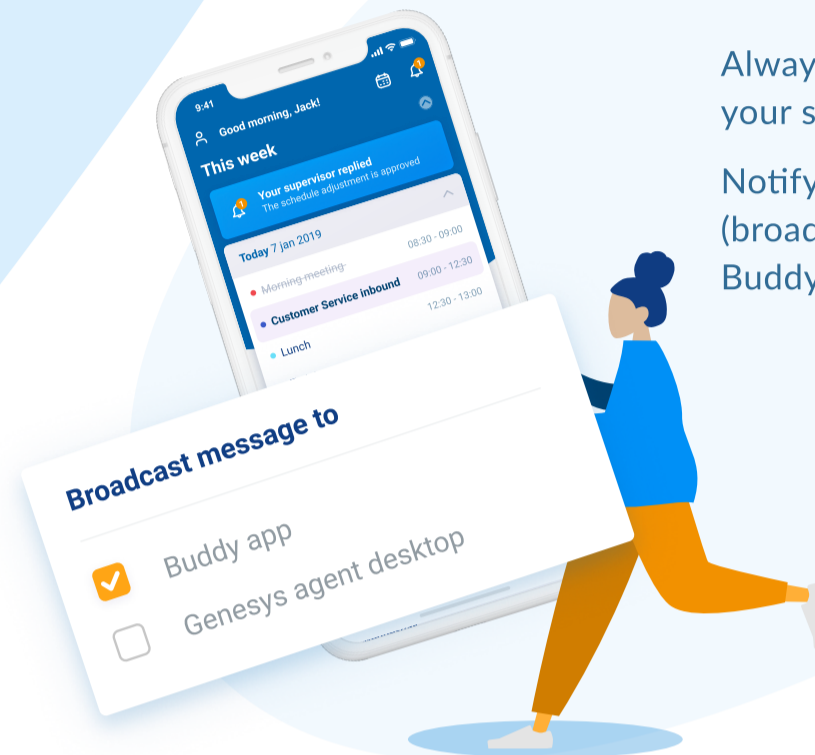
- ✓ (Broadcast) messaging
- ✓ Approvals
- ✓ Schedule adherence
- ✓ Buddy settings:
  - ✓ Company branding
  - ✓ Feature (de)activation
  - ✓ Notifications
  - ✓ Apply at any level



### Broadcast messaging

Always stay in touch with your staff.

Notify your agents by sending (broadcast) messages to their Buddy app or agent desktop.



### Approvals in one place

Tired of handling approvals in different places in WFM?

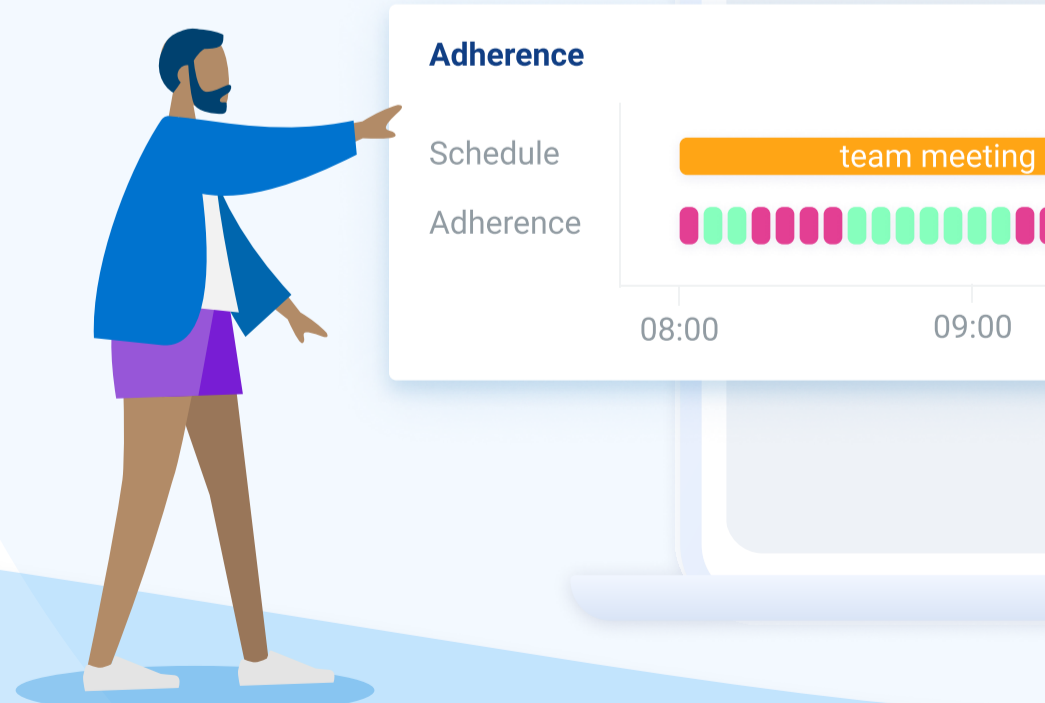
Manage all approvals for time-off, schedule changes and shift trades in a single view.



### What's going on?!

Imagine if you had a detailed single view on schedule adherence, both real-time and historical?

Buddy Cockpit does it!



Proven success at our Customers: ROI < 6 months!  
Discover more at [www.wfmbuddy.com](http://www.wfmbuddy.com)

**Achmea**  
3000 agents  
Insurance

**Nordea**  
2400 agents  
Banking

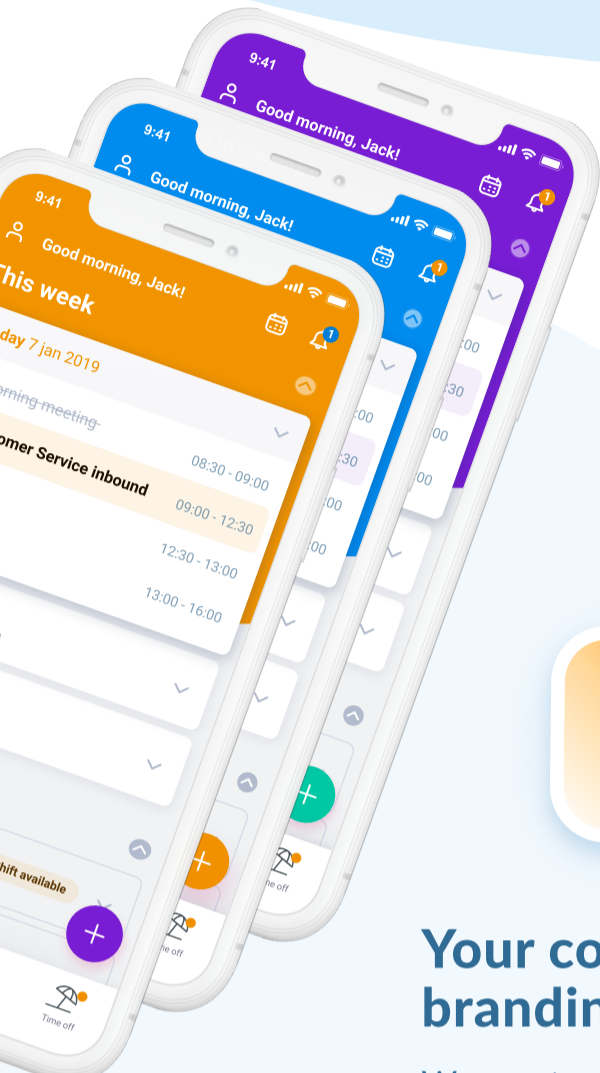
**ANZ**  
600 agents  
Banking

**GroupDeal**  
100 agents  
eCommerce

**Telegraaf**  
150 agents  
Media

**DnB Bank**  
1100 agents  
Banking

# Easily adapt WFM Buddy to your needs!



## Your company branding

We want *our* Buddy to become *your* Buddy.

Adapt the colors of the Buddy app to reflect your company branding.

Even if you have multiple brands in your organization!

## Stay informed

You define who should receive which automated notifications.

### Notifications employees

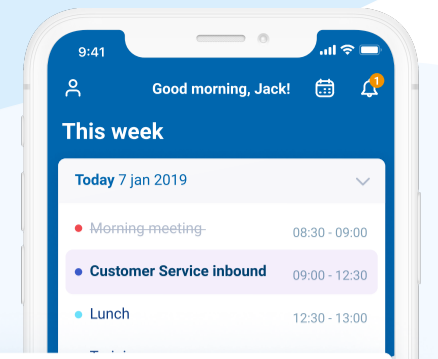
Sickness

Absence

### Notifications agents

Timeoff

Initiated exception



## Feature (de)activation

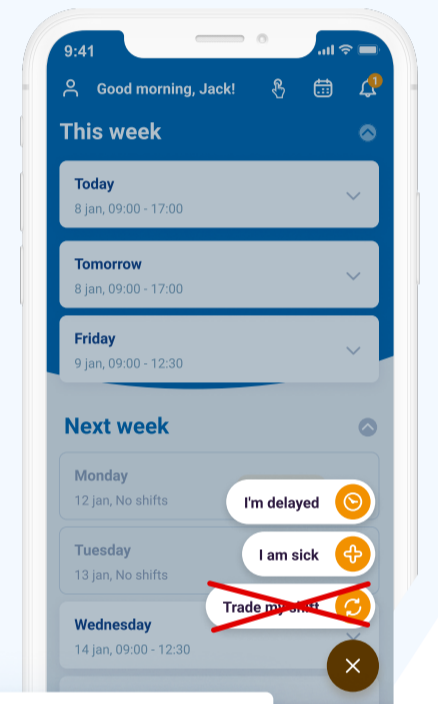
We understand that your departments use WFM in different ways.

Easily adapt the use of Buddy features to the various roles, departments and teams in your organization.

### Activated features

Sickness

Trade shift



### Organization Structure

- ▼ Organization
  - ▼ Amsterdam
    - ▶ Team A
    - ▶ Team B
  - ▶ Brussels



## Apply at any level

Whether it's Buddy roles, Buddy branding, or other WFM settings: Cockpit allows you to apply and adjust these at any level within your organization!



**Buddy Cockpit helps us to respond to changes immediately.**

- Traffic team



**Ask for a demo!**

[info@prime-contact.com](mailto:info@prime-contact.com)

[www.wfmbuddy.com](http://www.wfmbuddy.com)

WFM Buddy Cockpit is made by  
**PRIME CONTACT**<sup>®</sup>  
MAXIMIZING YOUR GENESYS VALUE

 **GENESYS**<sup>™</sup>  
Partner

  
Genesys Engage.

  
Genesys Cloud.