Optimize the balance between customer experience and cost control

Some contact centers try to manage by using spreadsheets, but this approach is prone to inaccuracies. It doesn’t let you accurately predict volumes or build agent schedules that efficiently and consistently match supply and demand. injixo WFM presents a better alternative.

That’s because injixo WFM enables contact centers to optimize the balance of three forces—customers, agents, and costs—to simultaneously improve each outcome. It’s all about optimization that puts the right number of agents in the right places at the right times—to do the right things.

Not just another WFM application

Not all WFM applications are created equal. Some are high in price. Some require on-premises installation and an IT project. Some provide support from offshore locations.

Injixo provides comprehensive WFM functionality and harnesses the power of AI in the cloud—backed up by a team of local experts in each country. Customers report significant cost savings. And, thanks to its competitive pay-per-use pricing, injixo offers a very rapid return on investment.

Key Features

- **Forecasting:** Use AI-based algorithms to accurately predict workload for all channels—such as calls, emails, web-chat—up to a year in advance.

- **Scheduling:** Leverage powerful optimization algorithms to easily create schedules that match supply and demand while accounting for shift flexibility and contractual obligations. Plus, you can plan meetings, training, and other exceptions at the optimum time.

- **Intraday Management and Real-time Adherence Monitoring:** Enjoy a clear view of metrics and tools to quickly and effectively react to deviations that impact your plan—including volume spikes, absences, and schedule adherence issues.

- **Reporting & Analytics:** Create customized dashboards, preconfigured reports, and advanced custom reporting with the injixo API.

- **Employee Engagement:** Empower your contact center agents with a self-service portal. Your agents can view, swap, and bid for shifts—as well as book time off and view co-worker activity—all from any device.
Key Benefits

- **Accurate forecasts made easy:** Let our built-in AI algorithms predict demand with industry-leading accuracy at a fraction of the effort.

- **Omnichannel:** Go beyond calls and be where your customers need you. Welcome to staffing calculations for the omnichannel world of email, chat, and social media.

- **Multi-skill scheduling without the pain:** Tap into our patented multi-skill scheduling algorithm to unlock valuable pooling efficiencies without high setup and maintenance.

- **Real-time response:** Find the insights you need when actual results deviate from plan and take corrective action, fast.

- **Local expert support:** Get support from experts who have experienced the same challenges as you. And benefit from our proven onboarding program and become an injixo power user in no time.

"It is so easy to use. Anybody can watch the videos, go to the knowledge base, ask the experts. Within days, you can become a confident user of the system.”

Timothy Milburn  
Planning Manager | injixo WFM customer (Mobility Services)

"The collaboration with the injixo team is brilliant! Working with injixo feels like we are all on one team.”

Ian Halliwell  
Workforce Planning & Scheduling Lead | injixo WFM customer (Healthcare)

"In my career, I've worked with a lot of vendors... injixo has one of the best and most attentive support networks I've ever worked with.”

Paul Gerads  
WFM Specialist | injixo WFM customer (Banking)

Request a **software demo**

Join an injixo WFM expert for a custom walkthrough based on your workforce management needs.