

# WFM BUDDY™

DELIGHTING YOUR WORKFORCE

## Empower your Workforce & boost WFM automation

### Agent benefits

- ✓ Access to schedules anywhere, anytime
- ✓ Trading shifts just takes a swipe
- ✓ Easily manage working preferences

### Planner benefits

- ✓ Save time in handling schedule changes
- ✓ Instantly notify teams or agents
- ✓ Better insight in schedule adherence

### Company benefits

- ✓ Happy agents = happy customers & planners
- ✓ Faster action = better schedule coverage
- ✓ Improved Agent Utilization

### Sick or late?

Report instantly,  
allowing planners to  
immediately control  
impact on coverage



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

Check the video!  
[www.wfmbuddy.com](http://www.wfmbuddy.com)

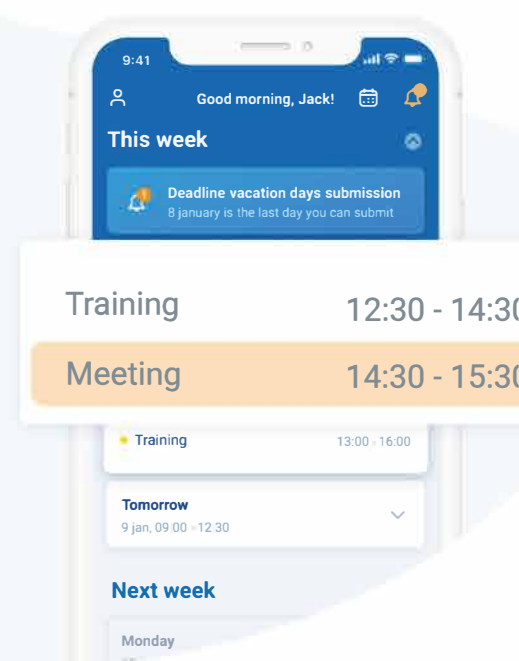


*Utilization improves as  
agents use Buddy outside of  
their working times.*

– CC Manager

### Always up-to-date

Check your schedule at  
a glance & never miss  
important notifications.



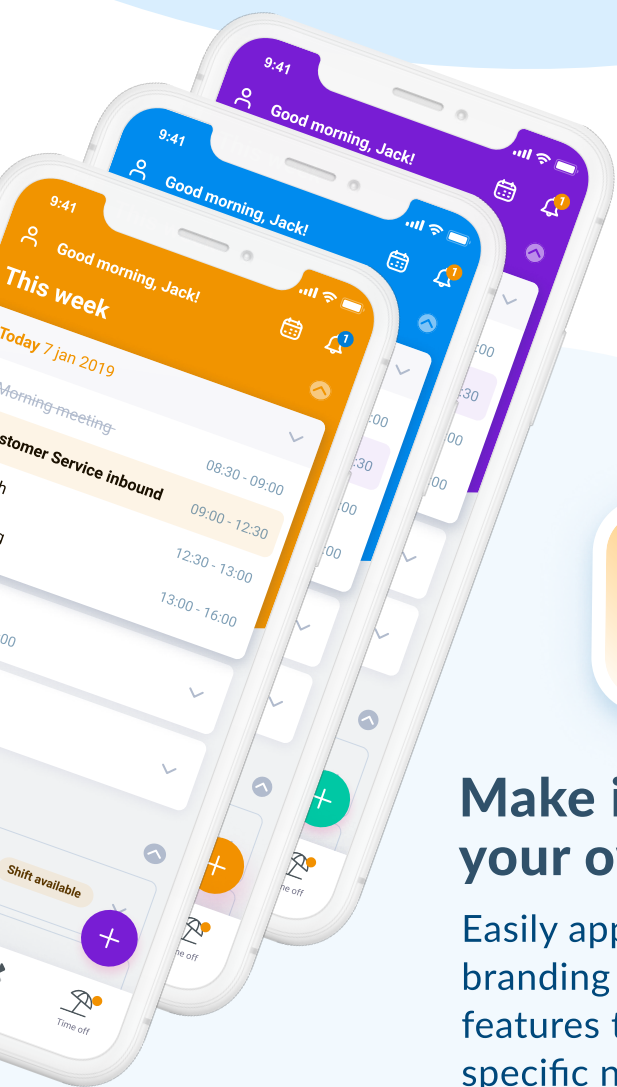
*When agents are sick or late,  
we can immediately see the  
impact and take action.*

– Traffic team

80%

time reduction in  
handling changes

# Easily adapt WFM Buddy to your needs



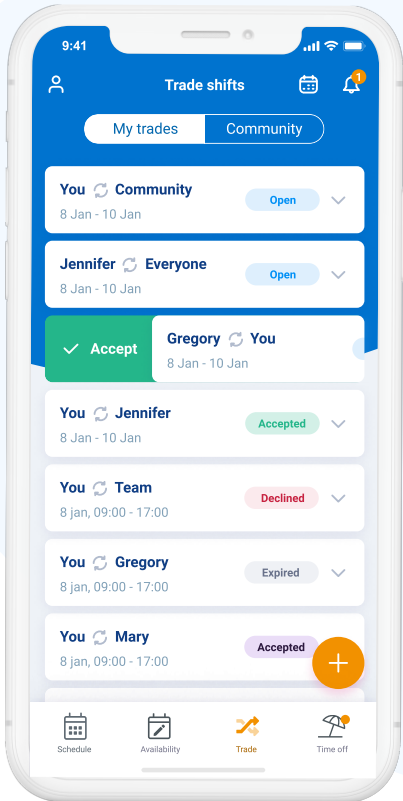
## Make it your own Buddy!

Easily apply your company branding & (de)activate features to match your specific needs.

## WFM BUDDY™ COCKPIT

### Meet Buddy Cockpit

- ✓ Broadcast messaging to Buddy & Agent desktop
- ✓ Detailed Schedule Adherence
- ✓ Approvals in one place



### Trading with a swipe

Trade with individual colleagues, or post to the community.

## Agents can set any language

- |         |            |                 |
|---------|------------|-----------------|
| English | Mandarin   | Swedish         |
| German  | Arabic     | Norwegian       |
| French  | Russian    | Danish          |
| Italian | Turkish    | Dutch           |
| Spanish | Portuguese | any language... |



**WFM Buddy is so easy to use. I love it!!**

- Contact Center Agent



**Ask for a demo!**  
[info@prime-contact.com](mailto:info@prime-contact.com)  
[www.wfmbuddy.com](http://www.wfmbuddy.com)

WFM Buddy is made by

**PRIME CONTACT®**  
MAXIMIZING YOUR GENESYS VALUE

**GENESYS™**  
Partner

Genesys Engage.

Genesys Cloud.



Available on iOS



Available on Android