

A close-up photograph of a person's hand interacting with a smartwatch. The watch screen shows the time 5:42, a notification for 'Apple' with the time 5:00-6:00PM, and a notification for 'Billiam' with the time 17. The background is a blurred office setting with a blue tint.

WORK FORCE MANAGEMENT

A POWERFUL TOOL TO MANAGE YOUR RESOURCES



WORK FORCE MANAGEMENT

In this current economic context, productivity, profitability and cost control are essential for company success.

The WFM goal is to provide an optimized Human Resources management.

This solution is based on an approval workflow which enables an effective management of employees' working hours, handling the issue of shift swaps, and managing holiday plans, by integrating effective

work hours and absences in payroll and time control systems.

The WFM allows you to reduce costs by optimizing the use of resources and the production of Management indicators that are deemed valuable to make tacit and strategic decisions.

Main features

Monthly work plans

- Ability to share resources by seeing all tasks performed for the several services – Ability to allocate employees to sectors (e.g. physical areas) with the possibility to assign management of these areas to team coordinators – Visualization of current and proposed scenarios to support the decision when analysing shift swap / holiday requests – Single employee working hours plan to ensure a more reasonable service planning
- Automatic integration of scheduled holidays – Skills management
- Mobile component for checking working hours
- Possibility to creating unlimited sequences to automate the completion of working hours

Attendance

- Smart tool for the correction of scheduling mistakes (entrances and exits)
- Platform for management-employee communication, registering occurrences and respective actions
- Smart crosschecking between effective working hours vs. time clock, suggesting measures to be taken by the management
- Intuitive, unique interface for all employees.

Indicator management

- Analysis of estimated and effective overtime hours with possibility of difference approval or non-approval
- Current and future evolution analysis of service hours

Working schedule approval workflow

- Swap management
- Management of working hours
- Holiday plan
- Absence management
- Attendance and timeliness control
- Regular hours, supplements, overtime hours, prevention and absences exportation
- Management indicators

Monthly work plans

- Working hours
- Needs planning
- Crosschecking with time clock
- Hierarchic approval
- Information traceability

Holiday plan

- Integration with email
- Decision-making supporting information
- Integration with working schedule

Swap management

- Integration with email
- Approval circuit
- Decision-making supporting information
- Integration with working schedule

Attendance - Time clock

- Import from other systems with time clock
- Checking the time clock
- Occurrences / actions registration

GoContact service benefits

- Daily update on software, using state-of-the-art technology
- Evolutive use of natural language processing for improved interaction quality
- Integration with existing solutions
- Advise on agent or chatbot “personality” definition
- Use of machine learning and big data to enrich chatbot’s skills

