



# Unify your service planning, process, and people on the world's #1 CRM.



The bar for great service is higher than ever. But many traditional workforce planning tools lack the agility that contact centers need to meet rising and changing customer expectations.

Workforce planners need better solutions so they can plan for the right agent, with the right skill set, at the right time for every customer.

**Service Cloud Workforce Engagement** unifies service operations all on one platform – allowing workforce planners to intelligently forecast, plan, schedule, and train contact center agents and flexibly adapt to any scenario.

## Top Benefits

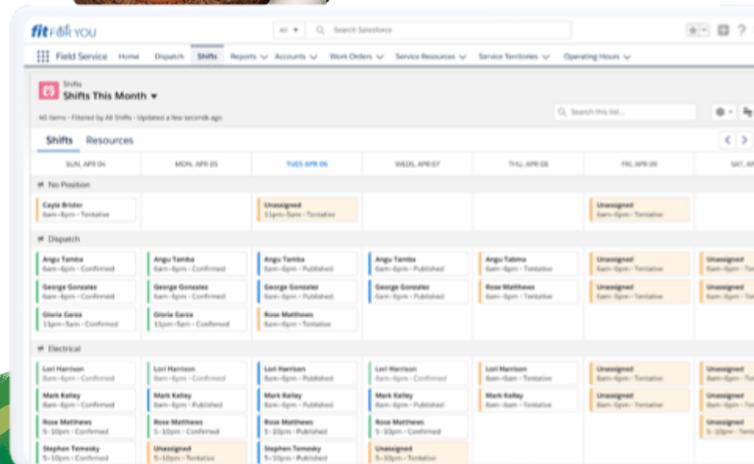
- Intelligent, AI-driven demand forecasting
- Omni-channel capacity planning
- Human-centric agent scheduling
- On-demand agent training from anywhere
- Unified customer service experiences



82% of customers expect complex problems to be solved by talking to one person\*



78% of service leaders say their technology needs have changed with COVID-19\*



\* Salesforce [State of Service](#), 4th Edition



# Plan for the right agent at the right time with Workforce Engagement.

## Intelligently forecast demand.

Prepare for any situation with day-to-day dynamic forecasting built to scale for today, tomorrow, and whatever lies ahead.

Use AI to optimize every contact center prediction – and create forecasts based on skills, channels, regions, and more in a matter of minutes.

## Tackle any scenario with omni-channel planning.

Ensure the most accurate predictions across every channel and agent skill set with simulation-powered capacity plans.

Seamlessly create plans for all agents to optimize business coverage. Easily identify and fill staffing gaps, and efficiently scale your teams to meet demand.

## Equip agents with on-demand training.

Deliver real-time contact center coaching and training to your service agents from anywhere.

Onboard, cross-skill and upskill agents by routing Salesforce myTrailhead learning modules directly to an agent's workspace.

## Optimize agent schedules.

Drive customer satisfaction and balance staffing needs across channels by matching agents to work based on their skills, availability, preferences, location, regulations, and more.

Allow agents greater flexibility with the ability to select working hours and schedule preferences, request time off, and submit timesheets from one workspace.

## Deliver a modern, unified experience.

Build your service for speed and scale, and get a complete view of your customers on one platform.

You can connect Workforce Engagement to your CRM, digital channels, and telephony like Service Cloud Voice – all on Service Cloud 360.



**\$50**  
per user  
per month

**Workforce  
Engagement**

To learn more about how to get started with Workforce Engagement, visit

[sfdc.co/WorkforceEngagement](https://sfdc.co/WorkforceEngagement)