



# WORK FORCE MANAGEMENT SOLUTIONS



IEX TOTAL VIEW  
FS PERISCOPE  
FS AMS



IEX TOTAL VIEW TRAINING  
WFM BASIC TRAINING



WFM OUTSOURCING  
IEX ONSITE SUPPORT

GET CONNECTED TO FUTURESOFT  
STAY CONNECTED TO GLOBAL SUCCESS



## *About IEX Total View*

IEX TotalView Workforce Management software helps in improving the forecasting, planning, agent scheduling and performance management in a contact center. The patented features of multi-skill and multi-site staff planning and scheduling are the specialty of IEX TotalView. Over 3,100 contact center sites with more than 1000,000 agents in over 50 countries rely on IEX TotalView workforce optimization solutions to plan and optimize the performance of their agent workforce .



### *IEX Total View Advance Features*

- Multiskills
- Multimedia
- WebStation
- Adherence Suite
- Vacation and Holiday Planner
- Performance Manager
- Outsource Manager
- SmartSync Exchange



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## *About Periscope*

For any contact center, keeping historical data is of great importance as this helps in predicting future work load, measuring performance of process & agents and billing purposes. For smaller or medium contact centers, it may not be viable to procure and maintain a workforce management software. Periscope from Futuresoft is the right solution for the above problems.

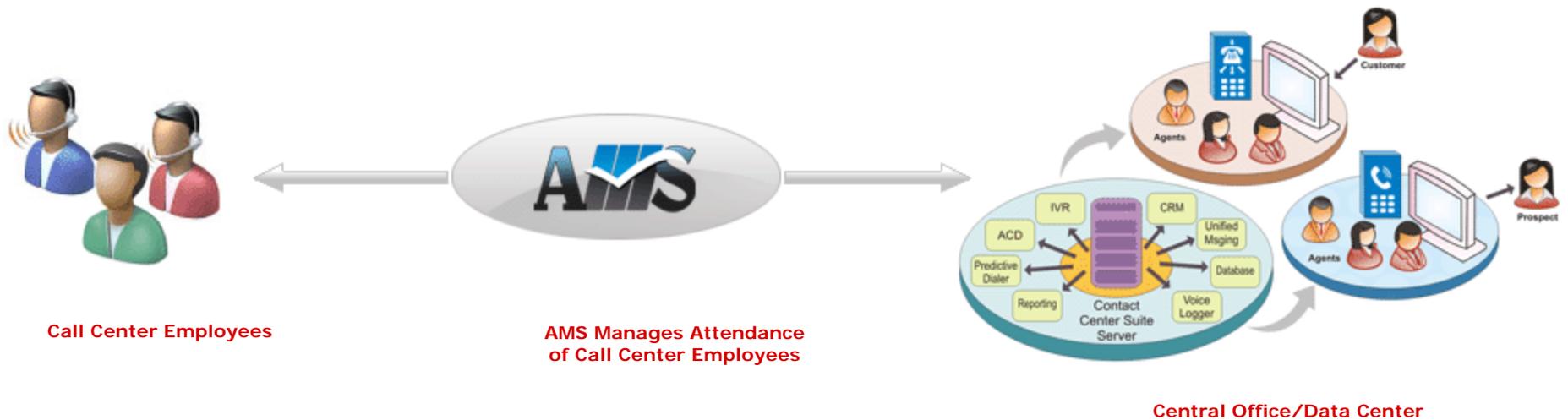
Periscope is a user friendly tool capable of collating/ compiling of data from different sources and report in a single desired format. Periscope in reality can bring in great savings to business through time and resources spent in collating and reporting of day to reports. This tool also provides centralized reporting system accessible from various location. The reporting formats can be modified based on requirements.

**Periscope can be used for Real Time Activities reporting as well.**



## AMS About AMS

AMS (Attendance Management System) is the ideal product for any contact center for managing their employees' attendance more efficiently. FSAMS has the capability of capturing various events of the employees and produce an integrated report. The marking and managing of various special event exceptions also made easy in this system. This system has a very easy to understand and use screens.



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With the increasing complexity of the contact center, managers must stay on top of the latest technology trends or their contact center will fall behind. To keep you up-to-speed on the latest workforce management techniques, Futuresoft offers an extensive training program. There are 3 modules of Training namely, TotalView Start-up training, TotalView Refresher and TotalView Webinar.



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## WFM BASIC Training

WFM Basics Training is useful for the people involved in WFM functions like Forecasting, Scheduling and daily service level management. This training covers the areas like Forecasting principles, Scheduling, Intraday management, Applying shrinkages to staffing plan etc. This training is aimed at small and medium Contact Centers.



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## WFM Function Outsourcing

For any small or medium Contact Centers, some times it may not be viable to purchase and maintain costly WFM software or hire costly resources to perform limited works like forecasting or scheduling. FutureSoft schedule outsourcing services represent a very low risk, low cost, alternative to complex and costly on-going investments in premise based systems.



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## About IEX ONSITE SUPPORT

FutureSoft is the authorized by IEX Corporation to Sell and Support its IEX TotalView in India. The team of trained experts in Futuresoft can provide end to end solutions for IEX TotalView like Installation, Implementation, Integration. Type of support include Onsite as well as Online support.



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