

FLOW

New Age Of WFM



**Customized for your business.
Optimized for your workforce.**

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INTRODUCING

FLOW

The new age WFM solution that brings the best of AutoML, AI and Cloud technologies to forecasting, planning and optimizing workforces.

With Intellicus FLOW, you will always get the right agent with right skills at right time for every customer.

50%-70%

Reduction in workload coordination can be obtained through Workforce Management Solutions.

Boston Consulting Group (BCG) Report 2022

We understand your world

Your need to balance customer demand for rich experience on multiple channels with profitability. You need visibility of data across multiple locations and sources for actionable insights. You need to forecast and plan quickly but accurately to maximize productivity. You need every advantage you can get to define the game.

BPMs today need to evolve their workforce to keep pace with rapidly changing customer expectations.

It's time to move ahead from traditional WFM solutions.

Optimize Your Workforce



ETL

Connect with everything

We break silos so you can mine rich insights. Wherever your data lives and whichever system you choose to use, we support them all. Grow with a solution that fits your needs, not the other way around.



Capacity Planning

Balance cost with customer delight

Find the perfect balance between meeting SLAs and optimal staffing for omnichannel. We help you plan to overcome real-world complexities so that you never have to face a crisis.



Rostering and Scheduling

Match the best agent for every customer opportunity

Delight customers on every channel they choose. We help you leverage the power of AI to set up the team for success. Offload administrative tasks to us so that you are free to care for your customers. Allocating the right number of people with right skills at the right time is easy.



Forecasting

Forecast with confidence

Infuse your contact center with AutoML to take the guesswork out of forecasting. Find hidden patterns and insights from any length and breadth of data across all customer channels for outputs you can depend upon.



Shift Identifier

Plug leakages and elevate productivity

Plan the right number and type of shifts to control your leakages. Take the manual work out of planning shift patterns with ML. Save cost by identifying and addressing scheduling leakages & irregularities.



WFM Analytics and Dashboard

Create a culture of excellence

Get the insights you need, when you need them and how you need them with customizable, real-time and interactive 360° dashboards. Empower every business user to understand, analyze and compare data and make data-driven decisions. Set and surpass every KPI.

Customer Speak



FLOW is a new age solution that is very relevant for traditional WFM teams that want to evolve with a rapidly advancing industry.

Hexaware chose FLOW for its flexibility and openness to change, which meant that we didn't need to fit our requirements to the solution. Access to cutting-edge technology empowers our WFM team to think differently and bring in the new age of operations.

Swapnil Nagvekar

Global Head WFM, Hexaware BPS



Flow allows us to seamlessly manage the entire lifecycle of Workforce Management with just one solution. It gives us complete visibility of all our data, elevates customer experience and maximizes productivity. With Flow, CBSL has enhanced its data-driven insights.

Shashi Puthran

AVP WFM and MIS, CBSL



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Let's script a success story together.
Connect with us to explore.

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Intellicus BI platform and FLOW WFM are the only solutions any BPM needs for business intelligence and workforce lifecycle management.

Proudly made in India, Intellicus is a data engineering and analytics platform that enables business leaders to build a data-driven culture. Intellicus delivers the power of actionable insights for business users, helping them find the answers they need, faster.

Intellicus' workforce management (WFM) solution, FLOW, enables BPMs to intelligently automate WFM planning for every business type. FLOW empowers WFM teams to deliver it all - optimized workforce, improved customer experience and maximized productivity.