



## **Business intelligence startup Intellicus launches workforce management solution**

**India, 12<sup>th</sup> July 2022:** Data analytics startup Intellicus Technologies has launched an omnichannel workforce management solution 'Flow' that arms traditional Business Process Management (BPM) with automated machine learning, AI, and cloud technologies for forecasting, planning, and optimising workforces.

Intellicus, which is a business intelligence and data analytics platform, services, and solutions provider for enterprises, offers embedded BI capabilities for software vendors. Flow enables BPM companies to optimise their workforce and maximise productivity.

Rajesh Murthy, Founder Architect & VP of Engineering at Intellicus Technologies, said, “We appreciate the need for BPM companies to balance rich customer experience with profitability. Flow empowers traditional WFM teams to keep pace with a rapidly changing industry.”

Flow connects with over 75 data sources and helps workforce managers (WFM) forecast confidently using AutoML. With Flow, WFM teams can leverage data science, ML, and What-If analysis for effective shift identification and capacity planning. Offering solutions for omnichannel inbound as well as outbound operations, Flow counts CBSL, Hexaware, and 1Point1 among its clients.