

# Circumference Hosted Workforce Management Solution

Web-based workforce management technology tailored to meet the unique requirements of your unique business



## Affordable, customized workforce management technology

Managers need effective solutions to manage, train, schedule, and incent their employees. *Circumference Hosted Workforce Management Solution* is a web-based solution that can be tailored to your specific needs. Many WFM solutions are sold off-the-shelf and inflexible; Circumference understands the value of delivering exactly what you need—and only what you need.

## What you need when you need it

Because the *Hosted Workforce Management Solution* is composed of individual applications, you need only select—and “turn on”—the applications that you require.

## Convenient and easy to use

The solution is web-based, familiar, easy to use, and accessible 24/7. All you need is a phone, web browser, and Internet access.

The web interface is familiar and easily used by everyone. And, because it's web-based, the solution enables employees to work remotely across multiple locations and geographies, while seamlessly appearing as a single entity when addressing the operation's customers.

## How your organization benefits

The benefits of a customized, modular, and hosted solution are many:

- Your organization gets the exact solution required
- Login via the Internet means desktop installs are not required
- Set up your company's secure hosted application quickly
- Grant secure access to any employee within your organization easily – remove access permission just as easily
- Increase efficiency without increasing your technology footprint
- Worry-free as maintenance is provided by Circumference – your “host”
- Services are billed monthly so you can budget accordingly

## **On-demand applications**

A highly configurable solution designed with the growing organization in mind, you can “turn on” all of the applications, or just the applications that you need. The following applications are available with the *Hosted Workforce Management Solution*.

### **Personnel**

This application secures core information about the organization. Each employee file contains contact information, role assignment, security assignment, and more. This core module defines the organization structure, teams or departments, job titles, and job descriptions. It's the core application for every *Hosted Workforce Management Solution* implementation – all complementary applications tap Personnel to manage their functions.

### **Training Tracking**

In this application, managers define the prerequisites of each job or job description. Managers can generate real-time reports to view statistics of employee qualifications for job descriptions assigned to them. This time-saving tool enables management to assign training to employees and then track individual progress to attainment of training objectives.

### **Scheduling**

Managers establish schedules, track vacation time, sick time, leave time, and more by employee, by team, and by program. Color coding identifies under- or over-staffing levels. Work assignments can be transferred or allocated and vacancies replaced with a user-defined list of qualified, available employees. Depending on the organization's requirements, scheduling privileges can be granted to employees allowing them to pick the days and shifts they prefer, swap shifts, bid on available shifts, and generate vacation or leave request.

### **Project Management**

Project Management is designed to organize and track internal, operations-specific projects.

## Complementary applications from Circumference

Circumference also offers the *Circumference Hosted Call Center Solution*, which is also composed of individual applications. And, because it's a web-based solution as well, we can easily "turn on" any of the following applications that you may require as part of your *Hosted Workforce Management Solution*:

- Automatic Call Distribution (ACD) application
- Inbound Integrated Voice Response (IB IVR) application
- Service Assurance Monitoring (SAM) application
- Quality Monitoring (QM) / Call Recording application
- Automated Dialing Assistance application
- Reporting application

For more information on *Hosted Call Center Solution*, and to read about each specific application, we invite you to visit our website at [www.circumference.ca](http://www.circumference.ca) or contact us.

### About Circumference Technology Services, Inc.

Circumference deploys customized products and services to address the special needs of small- and mid-size organizations that want to grow their bottom line—not their headcount. Circumference's complementary products and professional services come together to deliver a one-stop solution for sales and marketing, IT, and customer service professionals looking to optimize value from a trusted, single-source partner. Working with you, we make it possible for your organization to leverage professional services and solutions that increase efficiencies and achieve business goals.

[www.circumference.ca](http://www.circumference.ca)

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