

talkdesk

Workforce Management

Supercharge agent engagement and adherence



Talkdesk WFM is a next generation cloud solution leading with intelligence and automation woven throughout the entire product.

With capabilities like surge pay, intraday assist, perpetual reforecasting, and a modern approach for agents to manage their schedule you can achieve your objectives with less effort and greater precision. Unlike outdated solutions designed 30 years ago, Talkdesk Workforce Management is a favorite among the growing workforce of tomorrow. The product redefines agent engagement to drive a new depth of personal ownership. Powered by Talkdesk IQ, Talkdesk WFM is intelligent, and getting smarter all the time through our continuous delivery architecture.

Bring fresh WFM Innovation to your Contact Center

Win the fight against extra hour recruitment and schedule adherence! Talkdesk WFM is a favorite among the growing workforce of tomorrow. Find out how our AI-assisted recommendations can improve your speed and accuracy by helping you make staffing adjustments and decisions effortlessly. It's about time a WFM solution was made to work for you instead of you working for the technology. Contact us to get more information on what a modern WFM solution can do for you.