

DATALITE WFM

WORKFORCE MANAGEMENT

standalone App of telco Services Management - cloud or on-premise solution



1 Save money, free up time and cut errors with state-of-the-art

Datalite WFM employee scheduling and layout capabilities. Get the right people through the door, in the right place and at the right time - always. Join employees' skills and experience and create automated shifts - even for the busiest times - with just a click or a click! Get both an overall picture and a schedule for each employee. With intelligent planning, you will have more satisfied and efficient employees, more satisfied customers and a more efficient business.

2 Workforce management (WFM) includes the effective staffing

forecasting, scheduling, and real-time adjustments required for your organization to be as efficient as possible. The objective of workforce management is to get the right number of people and the right workers, in the right place at the right time, doing the right tasks.

3 Datalite has extensive experience with SW

for planning and managing the activities of employees in the field and in the office

4 Datalite WFM has been planning and managing

the service delivery process in the telco world for many years.

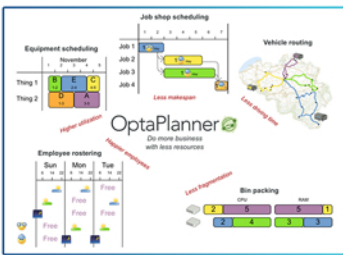
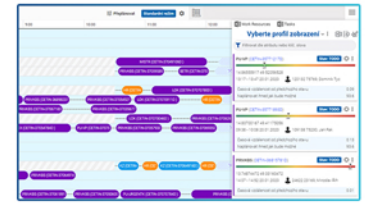


Resource pool

Thanks to the evidence of Resources, including their skills and equipment, the assignment of the most suitable worker for the assigned task is guaranteed

Advanced scheduling

Quickly create fair, reliable and intelligent schedules optimized to match your business practices. Reduce risk and schedule from the big picture through to individual employees. With smart scheduling you'll have happier employees, happier customers, and a happier business

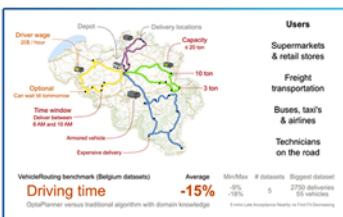


Cost optimization - set up your priority

Accurate and effective optimization can mean the difference from turning a profit to making a loss. With advanced optimization in DSM WFM, you can create optimal plans based on your historical data and artificial intelligence involvement. Align your planned costs with results and create the most profitable resource plan

Reporting and Data analysis

Datalite WFM makes it simpler to follow up on your business's most important key performance indicators, such as sales figures, number of scheduled or worked hours and staffing costs. This allows you to respond quickly to new trends and changes within your workforce



Vehicle routing

optional traffic data, optimize travel cost, adapts navigation to the current traffic situation and gives information about possible postponement of the activity date, informs the dispatcher about problems and the necessity of communication of the date change with customers

Mobile & offline access

DSM-WFM provides access from workstations and mobile devices. In case of unavailability of the network in the given location, DSM-WFM enables also offline mode with subsequent synchronization.

