

Video Transcript: Tracxion WFM Adaptor

Duration: 1:21

Description:

Tracxion WFM Adaptor redefines workforce management with a real-time, data-driven platform for accuracy, scalability, and seamless integration.

Our cutting-edge technology ensures real-time data fidelity, enabling true interval forecasting, dynamic scheduling, and immediate adjustments.

Advanced call management logic captures interactions, mapping them to skill tags for precise routing and performance analytics.

Tracxion consolidates omnichannel data into a unified view, eliminating silos and supporting comprehensive analytics.

It even monitors agent states and adherence in real-time, providing visibility into activities to enable performance optimisation.

Our robust API and data capabilities support seamless integration with multiple systems and third-party platforms.

Tracxion can simultaneously supply multiple WFM solutions with standardised, real-time data feeds, enhancing reporting and decision support.

It also delivers customisable data feeds for BPO partners, aligning schedules with real-time demand for SLA compliance.

Tracxion WFM Adaptor. The enterprise-grade, real-time platform for integration, scalability, and operational excellence.