



Workforce Management

Functional Outsourcing

About WFM Functional Outsourcing

FutureSoft schedule outsourcing services represent a very low risk, low cost, alternative to complex and costly on-going investments in premise based systems. Schedule outsourcing is also an intelligent methodology to introducing your agents, supervisors and managers to the fundamental benefits and concepts of in-house technology. Our schedule outsourcing service will provide an efficient set of schedules based on your work rules and culture. They will be developed by a professional with years of experience in workforce and contact center management.

Outsourcing with us

- Is tailored to your needs and culture.
- Provides an immediate return on your investment.
- Low Cost, Low Risk Optimization Solution to a Complex Problem
- Monthly Billing
- No Long-term Commitment
- No Software Maintenance Fees
- No Hardware to Install
- Rapid Deployment
- Provides a ready-made solution to your workforce

