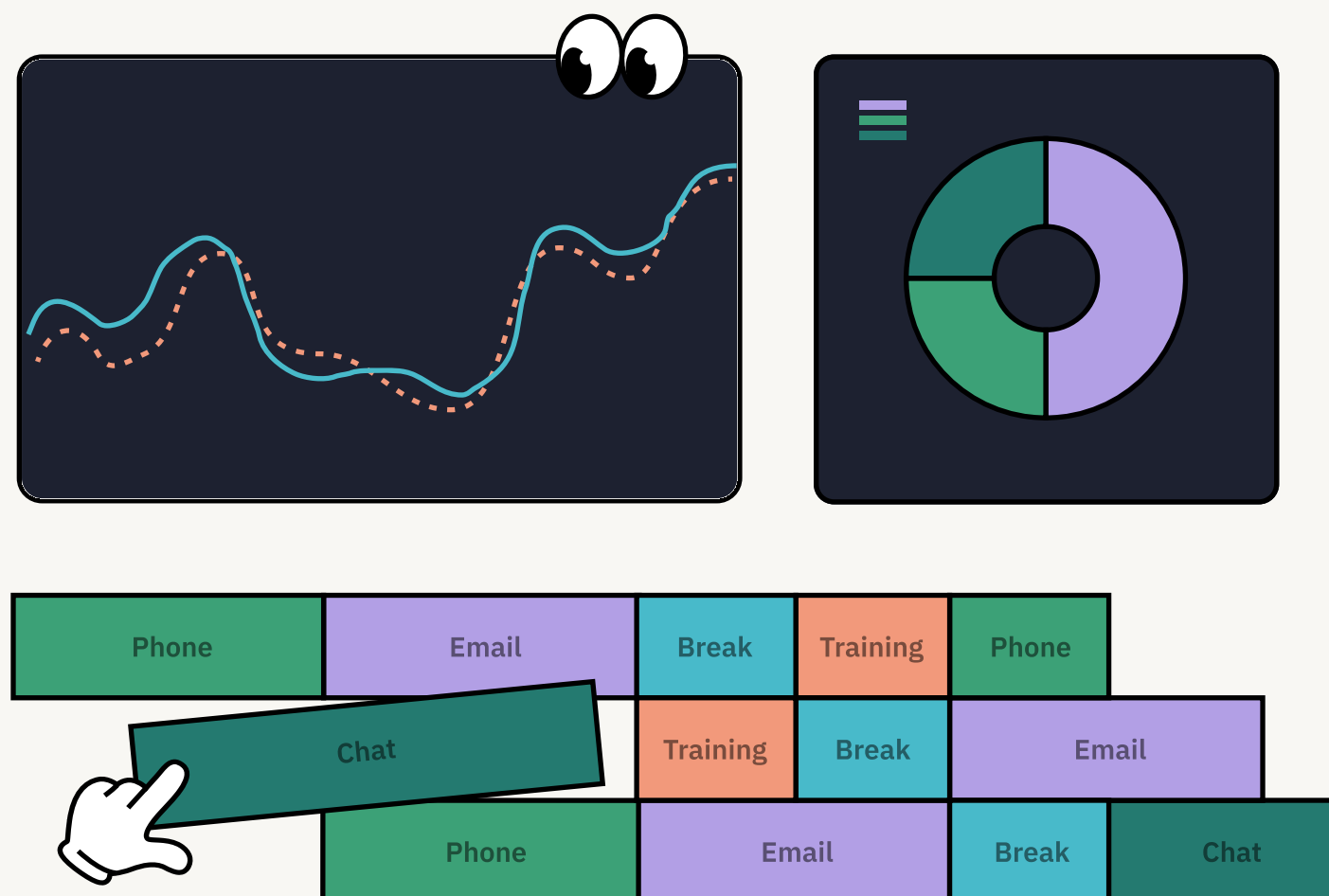


Workforce management built for modern support teams

Assembled makes it easy for contact centers to engage with customers on their preferred channel, combining automated scheduling with actionable forecasting and robust reporting to help get staffing right.



The Assembled difference

🕒 Accurate, actionable, and out of the box forecasting

With our out of the box and easy to configure forecast of contact volume, you have everything you need to make accurate and efficient headcount and scheduling decisions.

📅 Fast, flexible, and intuitive scheduling

Quickly and easily create optimal schedules based on forecasted requirements, time zones, and more. Give your team up-to-date visibility with schedules that sync to Google Cal and Slack.

😊 Designed for the entire team

Empower agents to make changes, request time-off, and view full team schedules without fear of facing noisy spreadsheets or old school interfaces. Provide meaningful accountability through clear agent-level reporting dashboards.

✅ Automations, optimizations, and shortcuts galore

Powered by templates, keyboard shortcuts and blazing-fast workflows, scheduling in Assembled is 60% faster than WFM alternatives. Leverage automations to instantly build schedules at scale and without hassle, including optimal placement of lunches, breaks, and project time.

🔍 Robust real-time and historical reporting

You and your team deserve so much better when it comes to metrics visibility. That's why our analytics experience is purpose-built to optimize scheduling, help in managing your team, and hit key metrics.

I like how Assembled is a one-stop-shop for all workforce management needs. It houses our internal forecasts and schedules and uses both of those things to tell us where we might be short-staffed.

Margo
Operations Manager

How many people need to be staffed at a given time?

Who's working on what, when?

How many calls should we expect?

Default event type		Metrics	Templates	Day	Week	Custom	Mon 11/30/2020	Today												
Date	(GMT-08:00) PST	Current		12AM	1AM	2AM	3AM	4AM	5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM
	(GMT-00:00) GMT			8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM
Required staffing				7	7	7	7	6	5	5	6	4	4	3	3	2	2	2	2	2
Net staffing				-6	2	1.9	2	2.5	-4	4	0	0	0	0	0	0	0	0	0	7
Search people	Filter events	Sort	Event start time	Person name	Filter people	All	Default Schedule													
Claudia Gates				1AM	Chat	4h		6AM	Chat	3h										
Daryl				2AM	Chat	4h		7AM	Chat	3h										
Donald				2AM	Chat	4h		7AM	Chat	3h										
Eric				2AM	Phone	4h		7AM	Phone	3h										
Fred							4AM	Email	4h		9AM	Email	3h							
George							4AM	Phone	4h		9AM	Phone	3h							

What's the ideal time for breaks or meetings?

Key features

Assembled is built to scale with your business, and comes loaded with tools and integrations to keep your team on track.

✔ Scheduling Automations

Assembled will automatically place non-productive events such as breaks and lunches during the most optimal times, creating SLA-proof agent schedules and ensuring full coverage.

✔ Forecast Configurations

Forecast both inbound and outbound call volume with ease. Start with our forecast models and easily customize them with your own adjustments or outliers. Get ahead of seasonality or known industry trends with simple configuration options.

✔ Forecast Accuracy Reporting

We'll let you know how accurately your forecast mirrored reality, broken down by each individual support channel on an hourly basis, so you can measure variance on a daily and weekly level.

✔ Real-Time Management

View all schedule adherence metrics in one place, with a unified dashboard capturing states across Zoom Contact Center and other platforms you use.

✔ Templates & Real-Time Adjustments

Easily turn any schedule into a template to reduce repetitive tasks. Furthermore, utilize copy and paste, multi-select, and drag and drop functionality to make bulk adjustments to schedules in real-time.

✔ Agent Performance Dashboard

See a detailed performance breakdown at both the agent and team level. By pulling in data from Zoom Contact Center and other channels, you'll have one source of truth to quickly identify your top performers as well as areas of opportunity.

✔ CRM Platform Integrations

Assembled is built to work with the support and CRM tools you're already using, with turnkey integrations for Zoom Contact Center, Intercom, Zendesk, Kustomer, Salesforce, and more.

✔ Schedule Updates and Notifications

Stay on top of team scheduling through integrations with Google calendar and Slack or through the Assembled App for Zendesk.



ABOUT ASSEMBLED

Assembled is a workforce management platform that gives modern support teams more accuracy in staffing, more ease and control in schedule creation, and better visibility into the data that helps them improve performance and advocate for themselves. Today, our solution helps customer-centric brands craft world-class customer experiences.

Assembled.com

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