

Agent Scheduling: The Future is Flexible

Now, more than ever, our home lives overlap with our working hours.

Sometimes we all need to attend an appointment during the day, watch the kid's sports day, or even just finish a bit early to avoid the weekend traffic.

But offering that level of flexibility would create mountains of manual processes and runs the risk of leaving your contact centre short staffed, ultimately impacting the customer experience.

Not any more. Introducing Agent Flex from QStory. It radically changes agent scheduling for the better. It delivers unparalleled levels of flexibility for agents, allowing them to move all or part of their shifts - where there is no impact to service levels.

Agents can easily make the change to their shift on the app or desktop, knowing they will only be able to select an alternative time, where

there will be no negative impact to coverage.

Better still, Agent Flex is completely tailored around your business.

No waiting for approval, no admin for planning teams and no detriment to customer experience.

Email hello@qstory.ai to find out more about Agent Flex.



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