

# Next-generation Forecasting, Scheduling & Staff Engagement Tools

Maximizing productivity is critical to today's contact center. Noble® ShiftTrack® WEM makes it easy and effortless to forecast call volume, generate schedules, track adherence, report on activities and integrate with outside systems so you can manage more effectively. What's more, Noble's patented WEM software works with (or without) our award-winning dialer.

NOBLE  
WEM

“**ShiftTrack makes it easy to see instantly what resources we need and where. We have improved productivity and agent efficiency. Resource Planning is streamlined and it has simplified managing our workforce as we grow.**”

## FLEXIBLE PRICING

Get the suite you want at a flexible price, since our WFM tools integrate with virtually any ACD.

## EFFICIENT EDITING

Our color-coded exception planner helps manage time-off, breaks, meetings, training, and activities without disrupting service levels.

## OFF-TRACK ALERTS

Get notified in real-time when an agent's activities don't align with their planned schedule, helping you reduce shrinkage.

## SCHEDULE SIMULATION

Use our built-in simulator to create schedules using factors like work rules, availability, SLAs and budgets.

## ROBUST REPORTING

Generate agent and center-level reports on schedule adherence, KPIs, call volume, service levels and contact goals.

## GAMIFIED GOALS

Engage agents with productivity challenges and performance goals to earn points and rewards with our gamification solution.