simTree WFM

Simple WFM by Simulation

simTree WFM Features

simTree is a cloud-based Work Force Management system, developed natively for the web. simTree utilizes a simple UI, while allowing for complex calculations and restrictions, in order to create schedules that fit perfectly for you. By using data from your business, simTree can make accurate predictions and schedule your staff in the most optimized way, reducing both overstaffing and understaffing.

Automatic Planning

- Break Settings for Automatic Break Planning
- Dispatch Planning for Coverage
- Multi-Channel Planning Including E-mail and Chat
- Comprehensive Employee Settings
- Minimum Staffing for Specified Skills
- Break Blackouts for Controlled Break Planning
- Automatic Split Shift Planning Options
- Flexible Smart Shifts for Optimized Schedules
- Department Planning for Separate Entities
- Ghost Planning for Shift Bidding
- Combine Shift Types As Needed

Learning and On-boarding

- Intuitive UI Designed Natively for the Web
- Built-in User Guide with Instructional Videos
- Regular Release Notes with New Features
- Single Sign On Support for Easy Logins
- Employee Setting Warnings for Correct Setup

Reports and Payroll Reports

- Payroll Reports Based on Custom Payroll Rules
- Adherence Base Payroll Options for Log or Rotation
- Multiple Reports as PDF, CSV files, or E-mails
- Custom Reports for Any Metric
- Late Arrival Reports
- Print-Ready Schedules

Analysis

- Service Level Heatmap with 15-minute Resolution
- Filter Function for Detailed Coverage on Skill Level
- Adherence Percentage Calculated Automatically
- Inspector Panel for Fast Schedule Analysis
- Automatic Adherence Warnings
- Occupancy Chart Down to Per-Agent Level
- Customizable Adherence Rules

Forecasting and Target

- AI Forecast Using Elastic Net Regression
- API Data Imports from Any Switch System
- Forecast Adjustments down to Each 15-minute Block
- Import/Export Forecasts Between Days or Call Groups
- Identify Outlier Days in Call Volume
- Simulation-based Forecast for True Multi-Skill Handling
- Day types for Accurate Holiday Planning

Schedule

- Date Range Control from Daily to Monthly View
- View and Edit Adherence in the Schedule
- Shrinkage Settings for Avoiding Understaffing
- Broadcasting and Notifications as E-mail or Text
- Vacation Planning for Simple and Optimized Scheduling
- Sick Replacements That Take Skill Into Account
- Smart Meeting Planning for Maintained Service Level
- Custom Tags for Separation on e.g. Team
- Change History for Traceability
- Revert and Restore Functions
- Automatic E-mail and Chat Planning
- Back-office Planning for Administrative Tasks
- Employee Availabilities in Schedule
- Intuitive Manual Scheduling with Keyboard Short-cuts
- Unlimited Supervisor and Scheduler Accounts

Mobile App

- Requests for Vacation, Sickness, Work and More
- Shift Trading with Supervisor Approval System
- Payroll and Adherence Stats in App
- Time Clock for Easy Time Keeping