

simTree WFM

— Simple WFM by Simulation —

A complete Work Force Management system, with everything from Forecasting and Schedules to Reports and Agent Communication – All in the same place

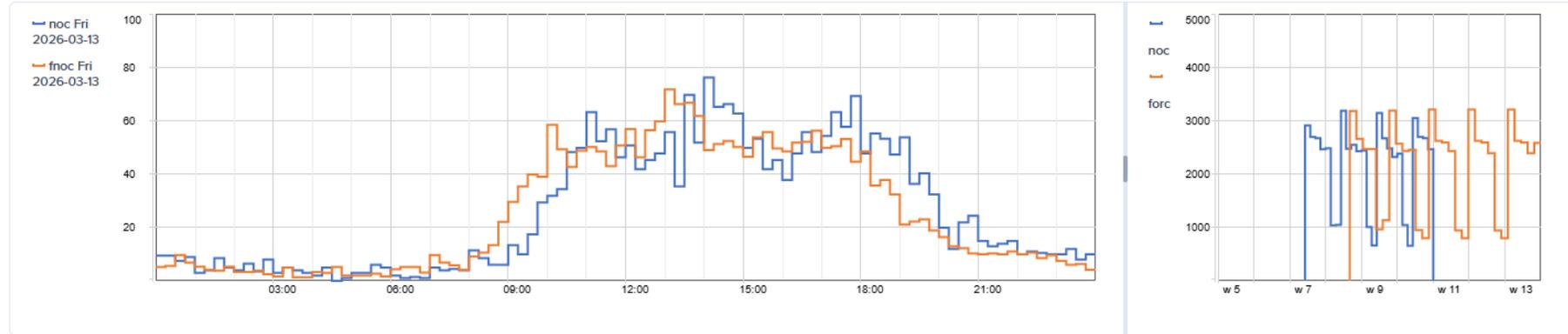


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Creative Application Development

Forecasting

- Daily and Weekly Forecasts
- Long term Forecast
- Adjustments
- Separate Forecasts for Holidays
- Analyze Forecast per call group



week	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
w 13	fnoc 2026-03-29 ● 798 ✓	fnoc 2026-03-30 ● 3209 ✓	fnoc 2026-03-31 ● 2623 ✓	fnoc 2026-04-01 ● 2591 ✓	fnoc 2026-04-02 ● 2390 ✓	fnoc 2026-04-03 ● 2584 ✓	fnoc 2026-04-04 ● 944 ✓
w 12	fnoc 2026-03-22 ● 798 ✓	fnoc 2026-03-23 ● 3209 ✓	fnoc 2026-03-24 ● 2623 ✓	fnoc 2026-03-25 ● 2591 ✓	fnoc 2026-03-26 ● 2390 ✓	fnoc 2026-03-27 ● 2431 ✓	fnoc 2026-03-28 ● 944 ✓
w 11	fnoc 2026-03-15 ● 798 ✓	fnoc 2026-03-16 ● 3209 ✓	fnoc 2026-03-17 ● 2623 ✓	fnoc 2026-03-18 ● 2591 ✓	fnoc 2026-03-19 ● 2390 ✓	fnoc 2026-03-20 ● 2431 ✓	fnoc 2026-03-21 ● 944 ✓
w 10	noc/fnoc 2026-03-08 ● 623/884 ✓	noc/fnoc 2026-03-09 ● 3174/3223 ✓	noc/fnoc 2026-03-10 ● 2707/2595 ✓	noc/fnoc 2026-03-11 ● 2653/2571 ✓	noc/fnoc 2026-03-12 ● 2461/2390 ✓	noc/fnoc Today 2026-03-13 ● 2513/2431 ✓	fnoc 2026-03-14 ● 944 ✓
w 9	noc/fnoc 2026-03-01 ● 632/1137 ✓	noc/fnoc 2026-03-02 ● 3295/3187 ✓	noc/fnoc 2026-03-03 ● 2653/2567 ✓	noc/fnoc 2026-03-04 ● 2489/2616 ✓	noc/fnoc 2026-03-05 ● 2303/2433 ✓	noc/fnoc 2026-03-06 ● 2395/2452 ✓	noc/fnoc 2026-03-07 ● 940/949 ✓
w 8	noc/fnoc 2026-02-22 ● 1137/0 ✓	noc/fnoc 2026-02-23 ● 3199/3180 ✓	noc/fnoc 2026-02-24 ● 2434/2704 ✓	noc/fnoc 2026-02-25 ● 2574/2657 ✓	noc/fnoc 2026-02-26 ● 2401/2468 ✓	noc/fnoc 2026-02-27 ● 2433/2469 ✓	noc/fnoc 2026-02-28 ● 931/965 ✓



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Intra-day Forecast

From 9:34 till end of day i

time range used as input for forecasting



input time range

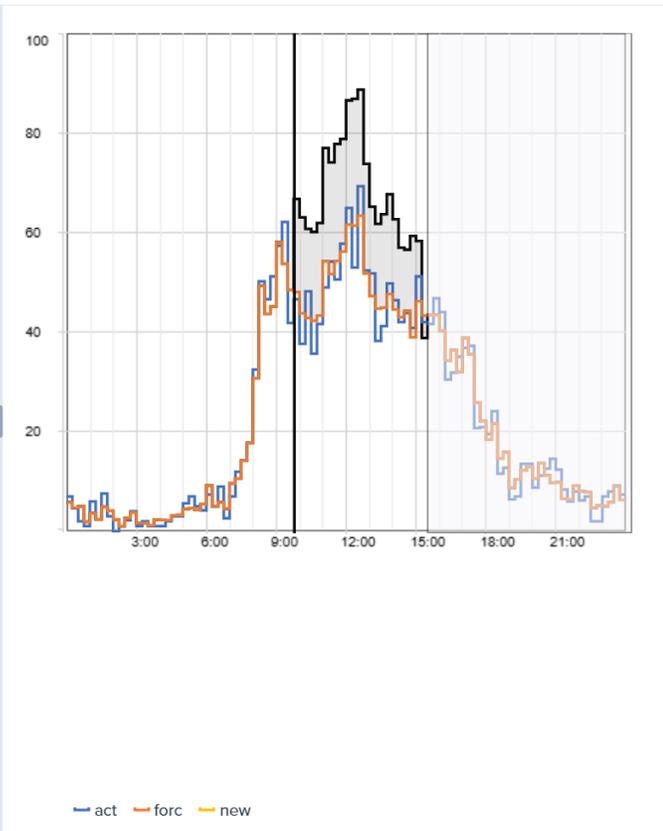
0:00 - 9:30

forecasted time range

9:30 - 15:15

- Compare to Forecast
- Make adjustments based on similar days

name	actual	forc 1	dev %	forc 2	method	add %	new forc2	new forc
Total	493	486	1	1124		⚡ %	30	1555 2637
33 email	0	0		0		⚡ %	30	0 0
1 med10	1	5	-80	0		⚡ %	30	0 17
2 med2	0	1	-100	0		⚡ %	30	0 2
3 med3	31	26	19	32		⚡ %	30	50 137
4 med4	2	1	100	5		⚡ %	30	8 9
5 med5	1	2	-50	10		⚡ %	30	7 13
6 med6	0	0		0		⚡ %	30	0 0
7 med7	340	345	-1	537		⚡ %	30	697 1491
8 med8	29	22	32	113		⚡ %	30	187 226
32 my chat	0	0		0		⚡ %	30	0 0
12 others1	7	6	17	38		⚡ %	30	50 61
9 pizza1	39	41	-5	197		⚡ %	30	250 328
10 pizza2	2	2	0	6		⚡ %	30	12 15
11 pizza3	41	35	17	186		⚡ %	30	294 338
14 x1	0	0		0		⚡ %	30	0 0
15 x2	0	0		0		⚡ %	30	0 0



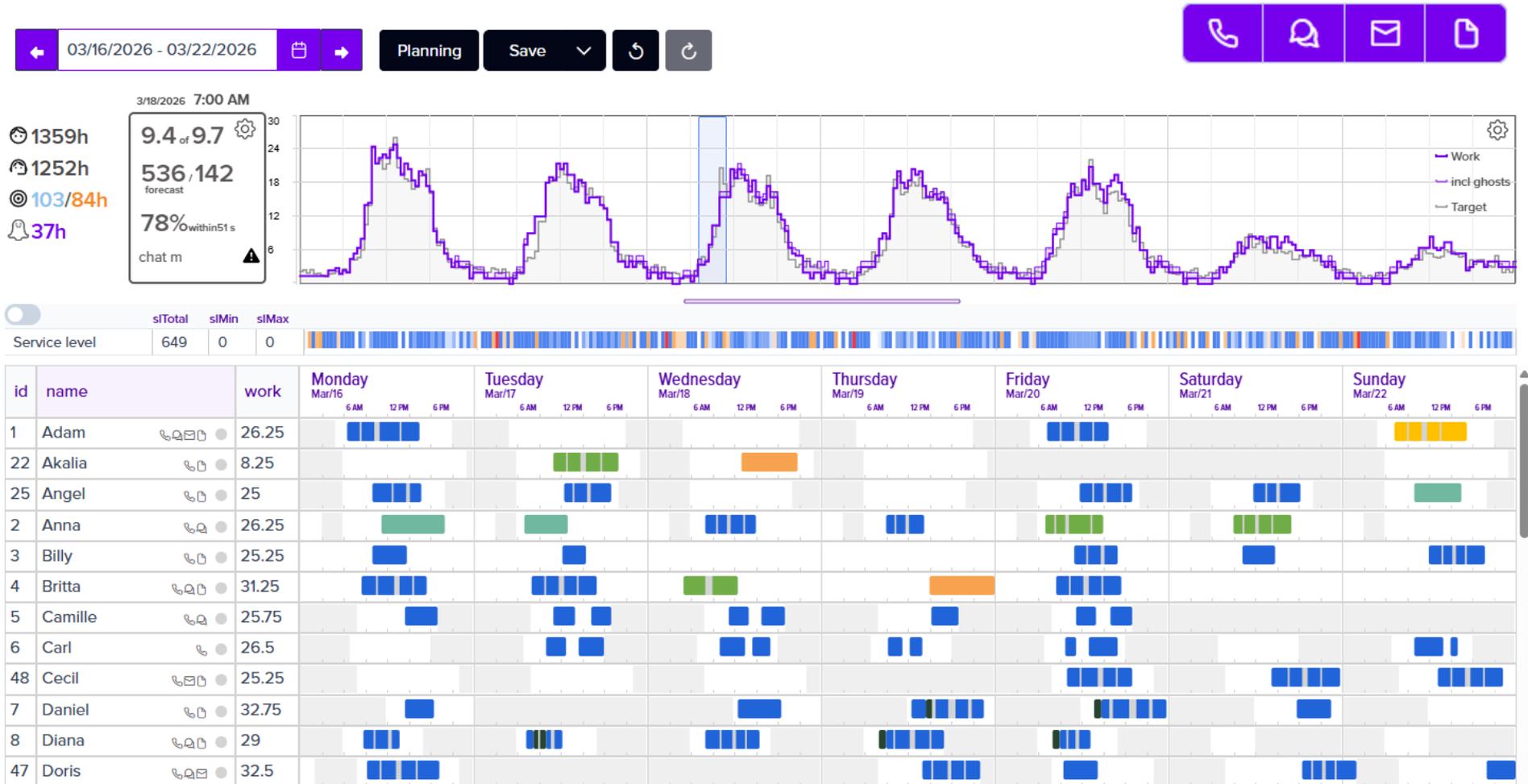


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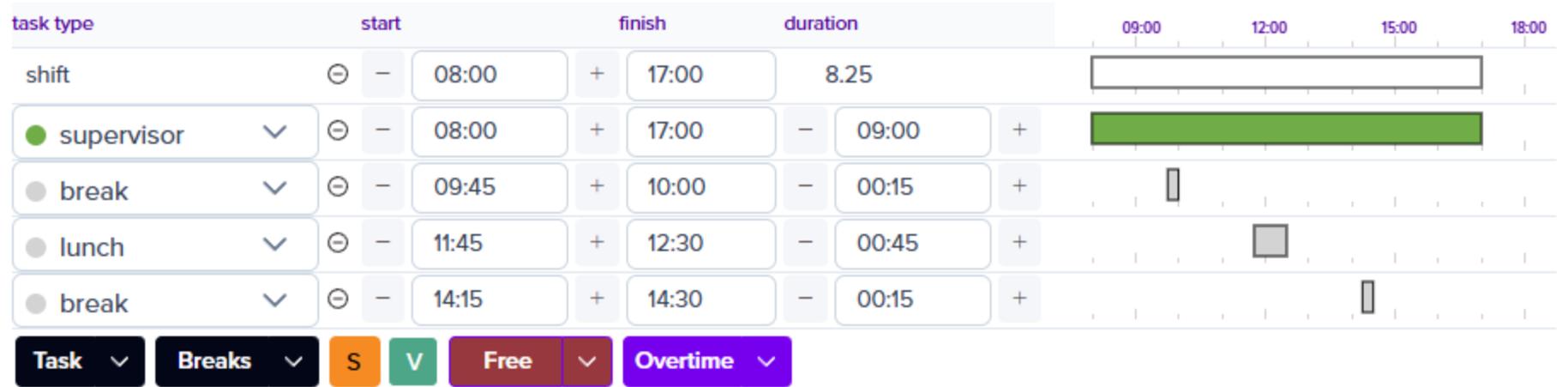
Scheduling

- From daily details to overview of several months
- Phone calls, web chats, e-mails, and more
- See key figures for selected period
- Analyze down to each 15-minute period





Scheduling



- Simple Drag-and-Drop interface
- Keyboard shortcuts
- Smart functions, e.g. skill-based sick replacements
- Optimized shifts and breaks



Work Settings for All Employment kinds

- Employee settings for work time and shifts
- Automatic counters
- Create Teams for agents

4 Flex time 2 Sick days 0 Vacation days

Agreed work/week	Min work/week	Max work/week	Extra employed	Max BO work/week	Absence duration
<input type="text"/>	<input type="text" value="25"/>	<input type="text" value="40"/>	<input checked="" type="checkbox"/>	<input type="text" value="12"/>	<input type="text" value="8"/>

Days in a row	Days in a week	Weekends in a row	Weekend days in a row	Night rest hours
<input type="text" value="8"/>	<input type="text" value="5"/>	<input type="text" value="2"/>	<input type="text"/>	<input type="text" value="11"/>



Reports and Schedules

- Automatic Report Generation
- Reports and Schedules as PDF, CSV, or sent as E-mails
- Custom Reports
- Payroll Reports

Reports

Agent Work

Weekly Work

Task Report

Forecast Report

Payroll report

Adherence

Adherence Times Report

Counter report

Schedules

Employee Schedule

Day Schedule

Weekly Schedule

Custom Reports

Night Time Shifts

[+](#) New Custom Report

Weekly Work

Contact Center: Springfield

Start Date: Fri Mar 13 2026

End Date: Thu Mar 19 2026

id ↑	name ↑↓	Paid time (total) ↑↓
1	Adam	37.25
2	Anna	34.75
3	Billy	44
4	Britta	41.75
5	Camille	30.5
6	Carl	28.75
7	Daniel	25.75
8	Diana	28.75
9	Elijah	37
10	Erica	25.75
11	Felicity	34.25
12	Frederick	50

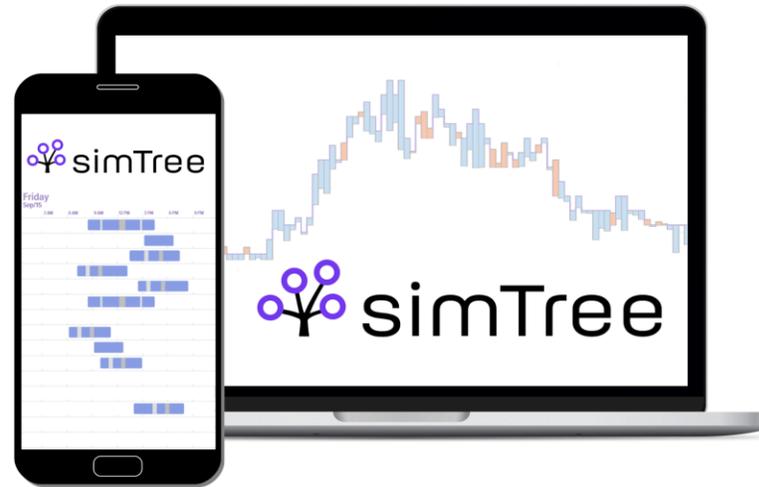


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Agent App

- Built-in Agent App
- Immediate Integration with Schedule
- See schedules, make trades, see team schedule, check stats
- Make requests for vacation, sick leave, work shifts etc.



simTree my schedule

11/09/2023

Santiago Lind 29.5 h

Monday 2023-09-11	06:30 - 14:00
Tuesday 2023-09-12	06:15 - 14:00
Wednesday 2023-09-13	07:15 - 11:30
Thursday 2023-09-14	10:15 - 14:00
Friday 2023-09-15	10:15 - 14:00
Saturday 2023-09-16	
Sunday 2023-09-17	06:00 - 09:30

Clock Schedule Team Trade Stats