deepNUMBERS

Creative Application Development

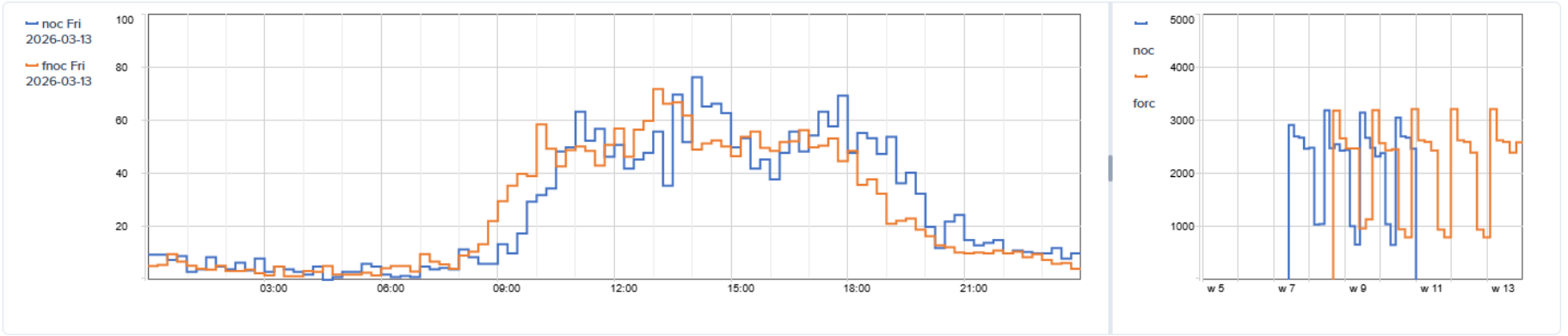
simTree WFM

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

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

Intra-day Forecast

- Compare to Forecast
- Make adjustments based on similar days

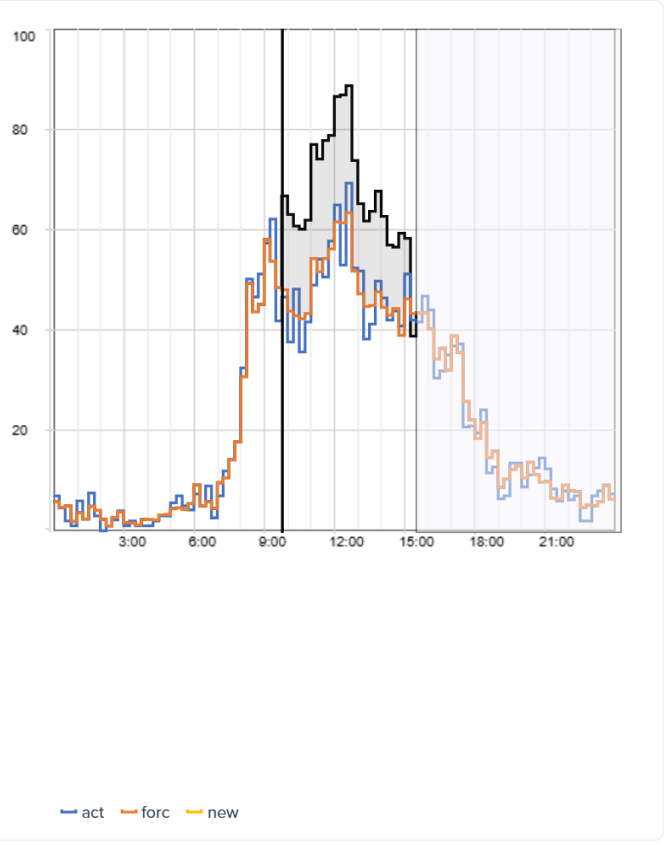
From 9:34 till end of day

time range used as input for forecasting

input time range 0:00 - 9:30

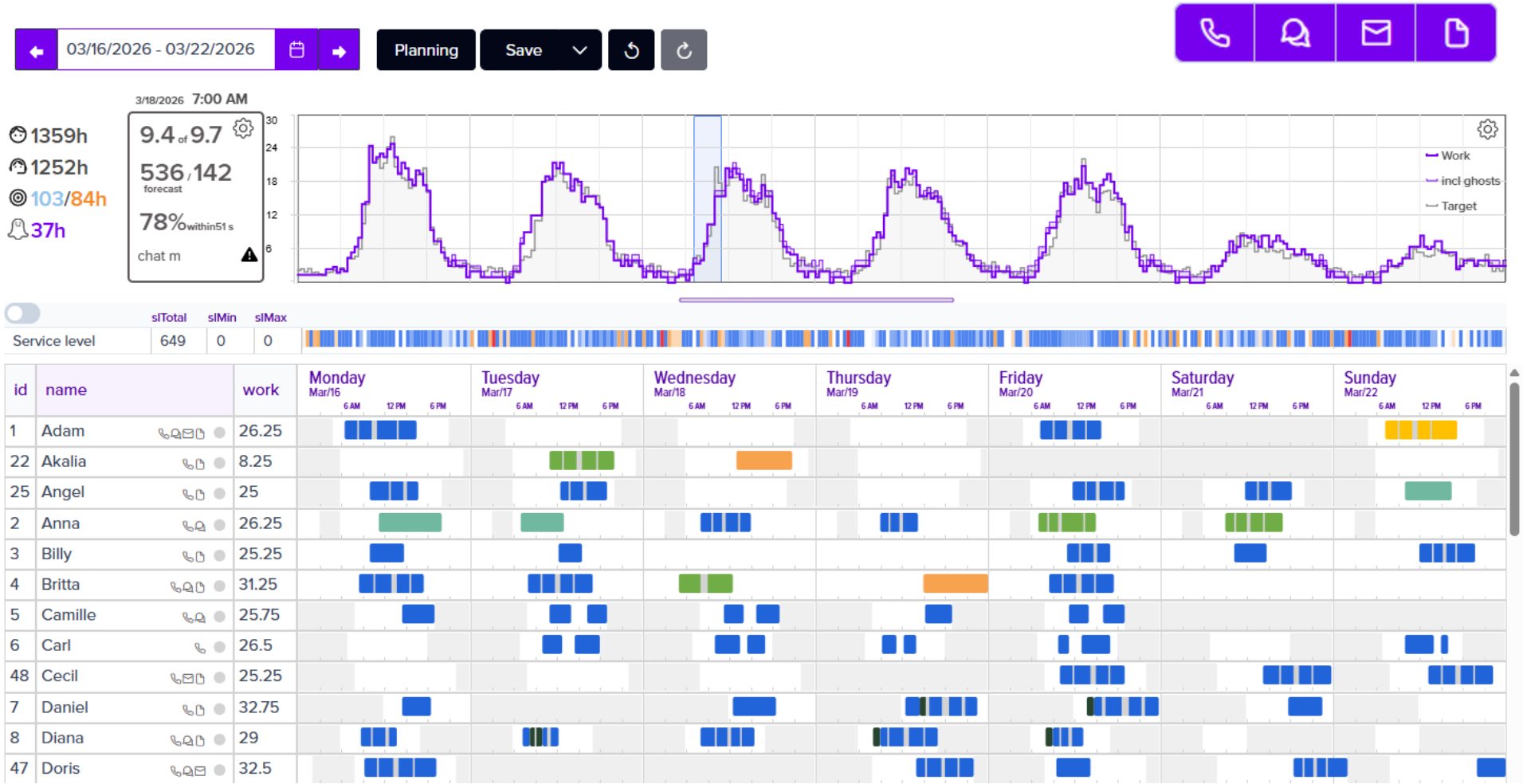
forecasted time range 9:30 - 15:15

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

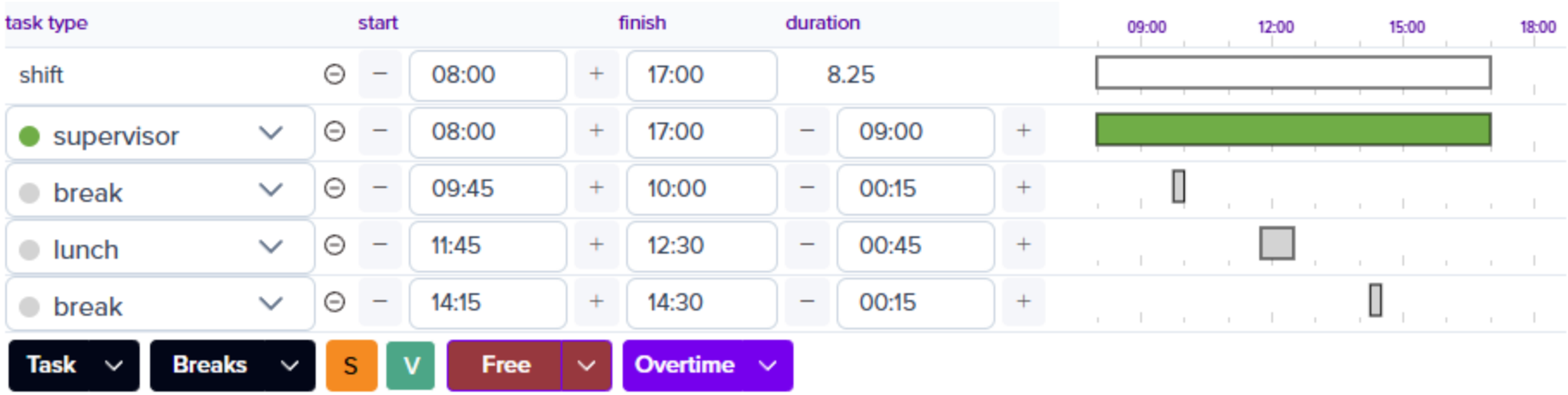


Scheduling

- 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



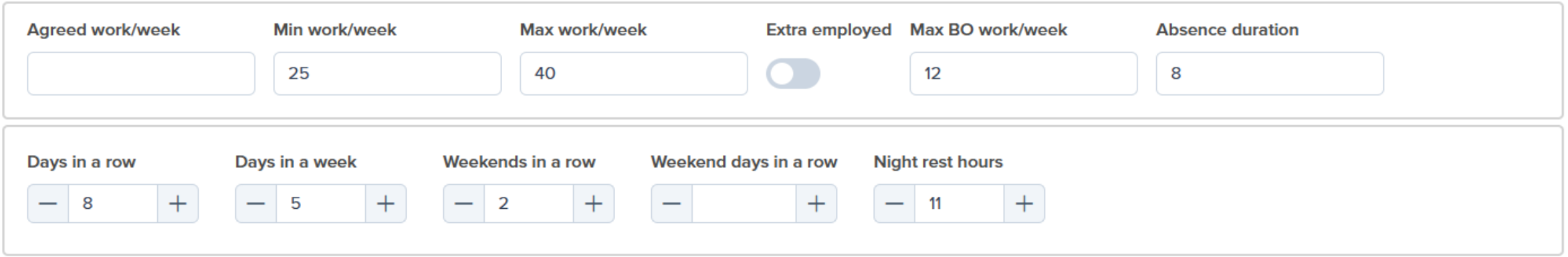
Scheduling



- 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

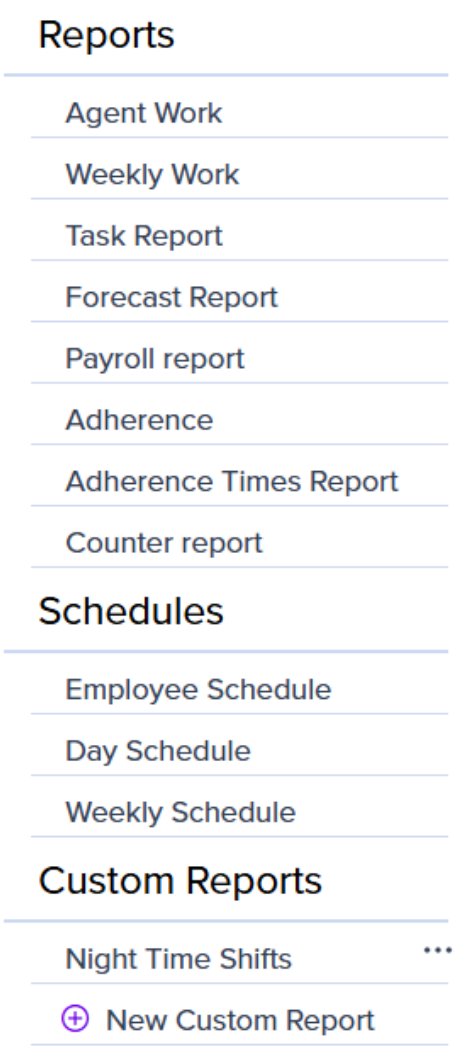
- Employee settings for work time and shifts
- Automatic counters
- Create Teams for agents



Reports and Schedules

- Automatic Report Generation
- Reports and Schedules as

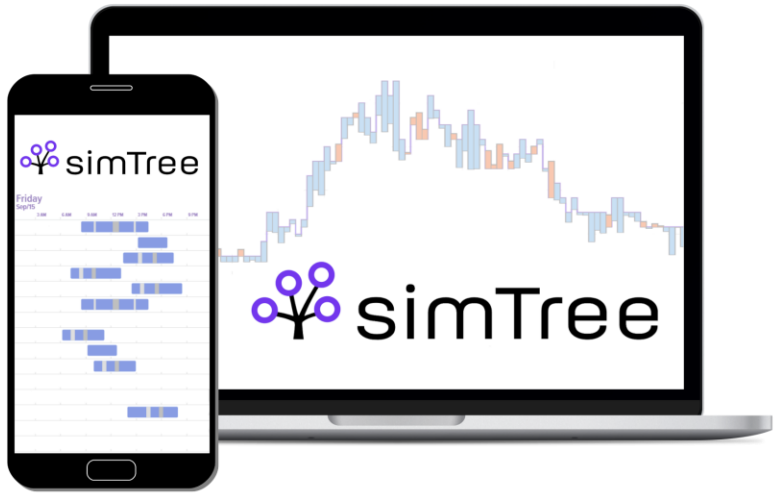
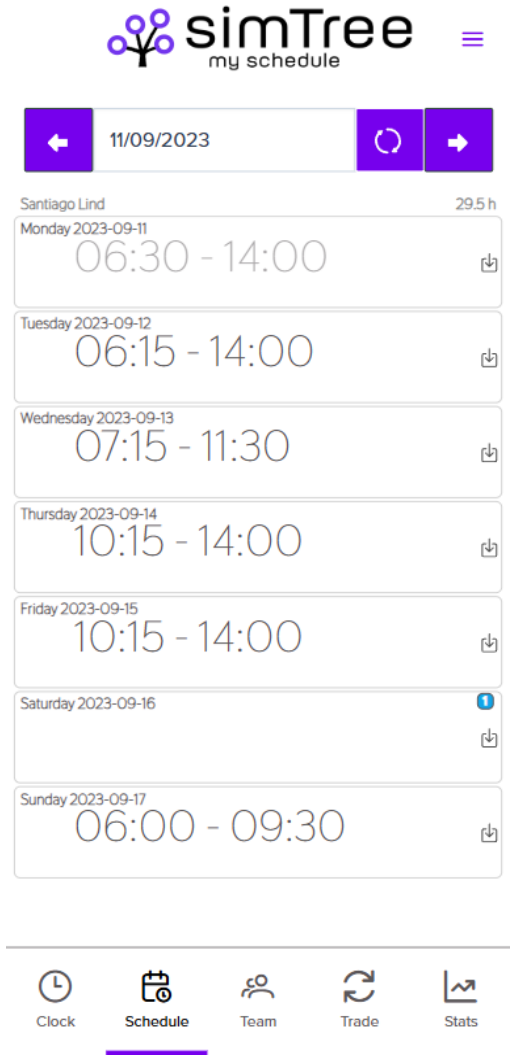
  PDF, CSV, or sent as E-mails
- Custom Reports
- Payroll Reports



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

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.