

FROM COST TO SAVINGS

Smarter schedules. Lower costs. Better service.

Build schedules around demand and see how they will perform before you publish them. simTree combines forecasting, multi-skill scheduling, and simulation to help you reduce overstaffing and identify gaps in coverage. Monitor schedule adherence in real time and spend less time on manual administration.

Turn Workforce Planning into Financial Results



BEFORE

Overstaffing = Wasted hours

Understaffing = Dropped calls

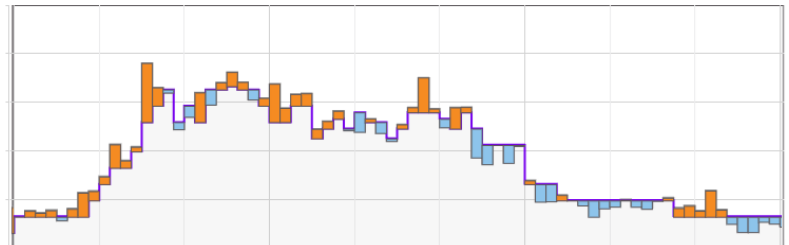
→ **HIGHER COSTS, WORSE SERVICE LEVELS**

AFTER

Schedule according to demand

Fewer unnecessary hours

→ **LOWER COSTS, HIGHER SERVICE LEVELS**



Book a free Demo of simTree WFM to learn more about how we can improve scheduling for your business

www.simTree.se

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GET MORE FROM EVERY STAFFING HOUR

The costs of getting staffing wrong.

Overstaffing is expensive. Understaffing is expensive too. Too many agents result in paying for unused capacity. Too few means longer wait times, abandoned calls and lower agent satisfaction. [simTree helps you find the balance.](#)

Reduce Overstaffing

Schedule staffing according to the forecasted demand rather than broad averages.

Smart shifts and simulation-based planning help you build schedules that use your workforce more efficiently.

Less unnecessary capacity.

More productive hours.

Reduce Understaffing

See how your planned staffing is expected to perform before publishing the schedule.

simTree's simulation provides detailed insight into service level and occupancy, helping planners identify periods where coverage is insufficient.

Better coverage.

Fewer avoidable service-level problems.

Plan Across Multiple Skills

simTree accounts for the skills of the agents available when calculating staffing requirements.

This means planners can understand how a multi-skilled workforce affects the number of agents actually needed.

More flexibility.

Better utilization of your workforce.

SMALL IMPROVEMENTS WITH BIG RESULTS

What Is Better Workforce Planning Worth?

When you have hundreds of employees, small improvements in how you schedule and manage working time can quickly become significant.

Just 30 minutes per week

Imagine a 80-agent operation recovers just 30 minutes of productive time per employee, per week.

$$80 \text{ employees} \times 0.5 \text{ hours} \times 52 \text{ weeks} = \mathbf{2,080 \text{ HOURS PER YEAR}}$$

At an illustrative fully loaded labor cost of \$30/hour:

\$62,400 of annual labor capacity

That's the equivalent of a full-time employee working 40 hours a week, without adding a single person to the payroll.

What could create those 30 minutes?

Better Schedules

Reduce unnecessary overstaffing and make better use of the hours you already pay for.

Better Adherence

Identify late starts, extended breaks, and other deviations from the planned schedule.

Better Coverage

Put the right skills in the right place at the right time, reducing the cost of mismatched staffing.

Less Administration

Automate planning, requests, reporting and payroll-related processes so planners spend less time on manual work.

TURN EVERY SCHEDULE INTO An OPPORTUNITY TO SAVE

Better planning starts before the first call comes in.

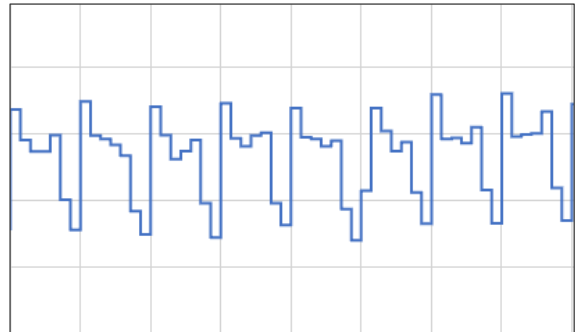
The biggest savings don't necessarily come from cutting people. They come from making better use of the people you already have.

FORECAST MORE ACCURATELY

Advanced AI Forecasting

simTree's AI Forecast uses machine learning to identify patterns such as seasonal trends and intramonth variation, helping planners build forecasts that reflect actual demand.

Better forecast → Better staffing target → Better schedule



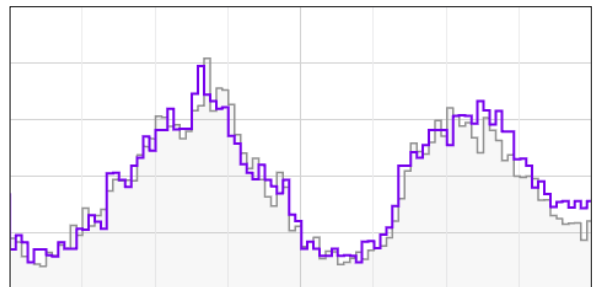
SCHEDULE AROUND DEMAND

Schedules for Your Business

Create flexible schedules that follow the shape of your workload.

simTree can plan staffing accurately, and take employee skills, availability, break rules and other scheduling requirements into account.

Put your workforce where it creates the most value.



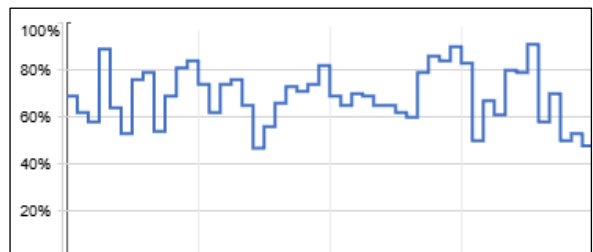
TEST BEFORE YOU PUBLISH

Evaluate with Simulation

Don't wait until the day is over to discover that the schedule wasn't good enough.

With simulation-driven planning, you can evaluate expected service level and occupancy before committing to the schedule.

Make better decisions before they become expensive problems.



FIND THE HIDDEN COSTS IN YOUR OPERATION

Small deviations can add up. Stay on top of your schedule adherence.

A schedule can look perfect on paper and still lose productive capacity during the day. simTree gives managers visibility into what is actually happening.

Monitor Agent Adherence

See employee log times, rotation times, and late arrivals directly in the schedule. Adherence percentages are calculated automatically, with warnings available when employees deviate from the expected schedule.

Understand Occupancy

Predict occupancy across both the whole workforce and the individual agent level. Occupancy simulation helps you analyze how your workforce is being utilized.

Connect Adherence to Payroll

simTree supports payroll reporting and adherence-based payroll options, helping organizations connect scheduled time and actual time in payroll calculations.

Agent Self-Monitoring

With the built-in agent app, simTree lets your agents check their own adherence. Adherence percentages, late arrival warnings, and payroll information are all available to the agents, for increased transparency and accountability.