



# WFM Adapter for Salesforce



## Salesforce data straight to your workforce management system

Managing a contact center can be tricky. Business managers need workforce management software that can provide today’s operational insights and help prepare for the next storm. However, your WFM system is only as good as the data you give it. That’s why Aria created the WFM Adapter for Salesforce to help you manage your entire workforce in one place and make the best decision possible.

The WFM adapter takes data from Salesforce and molds it to a format that can be used by WFM systems such as NICE, Aspect, Teleopti, and Verint. With the adapter, business managers can effectively manage performance and forecast work volume and staffing.



## Highlights



Cloud solution connecting Salesforce to NICE, Teleopti, Verint, and Aspect WFM



Case, chat, email to case, and lead support



Historical reporting provides agent and queue metrics at regular intervals



RTA feed provides instant agent state changes for real-time adherence monitoring



Easy-to-use UI for all your configurations



Approved by Salesforce guaranteeing application quality, security, and tested with new Salesforce releases

## Maximize the return of your WFM system



- Support for Case, Lead, and Chat. Deeply integrated with Salesforce to give you insightful metrics not available through standard objects.
- Historical reporting with key metrics generated at customizable intervals.
- RTA reporting with detailed agent state changes to ensure schedule adherence.
- Reporting adheres exactly to published WFM vendors' specifications.

## Minimal IT investment from you



Deployment can be completed within a single day. It is that easy. The adapter is hosted in the cloud to provide you with the flexibility, reliability, and enterprise-level security required for all your business needs.

## Guaranteed application quality from us



You never need to worry about testing or changes to the data specification. As a Salesforce partner, we have early access to Salesforce releases, allowing us to complete testing before new Salesforce releases go live. Additionally, our partnerships with WFM vendors let us keep our adapter up-to-date with any specification changes.

## Who are we?

At Aria we believe that everyone should have a great customer experience – regardless of industry, organization size or channel. We are here to collaborate and solve business and technology problems with you, so you can sleep better at night. Our enthusiastic and highly experienced team can break down your silos and ensure you have a unified customer engagement solution.



**1200+**  
successful  
projects



**500,000+**  
employees  
enabled



**60+**  
platform  
certifications