



INTRADIEM DYNAMIC WORKFORCE ORCHESTRATION, BACK OFFICE

Back Office Automation

For the operations teams behind the phones: servicing, billing and processing at a large service operation, where work lands in queues that were staffed to last week's averages.

YOUR OPERATION TODAY

- **Work is assigned by team and by shift.** Queues are staffed ahead of the volume, on last week's averages, and whatever lands today is routed the same way.
- **Backlog and quality reports describe yesterday.** The ageing report shows where the queue grew after it grew, at the slowest step.
- **Rebalancing depends on a manager noticing.** People get moved between queues by hand, one team at a time, usually after the service level has already slipped.

THE GAP

Your systems can tell you what's in the queue. None of them decide who picks it up next.

Work is assigned by team and by shift, ahead of the volume. Backlog and quality reports arrive after the fact, and rebalancing depends on a manager noticing and moving people by hand, one queue at a time.

WHAT INTRADIEM DOES

- **Matches work to people as it lands.** Servicing, processing and casework get matched to available people in real time, so a queue staffed to last week's averages still gets today's volume worked.
- **Shows the gap while it can still be closed.** The difference between the work arriving and the people free to take it is visible as it opens, not in tomorrow's ageing report.
- **Moves people between queues without a manager's call.** When one queue runs under plan and another over, people shift automatically and shift back, one team at a time no longer.

Alongside what you already run. Intradiem sits between the ACD (Genesys, Five9, Avaya) and WFM (Verint, NICE, Calabrio). It acts on top of those systems. It does not replace them.

PROOF

114%+

Net retention in 2025, alongside record net new bookings and customer savings at an all-time high for the full year. (BusinessWire, Feb 18 2026)

350,000

Contact center professionals on the Intradiem platform.

5.9%

More active work time in a healthcare company's back office, with idle time down 4.7%. (Intradiem customer story, 2024)

WHAT HAPPENS NEXT

1. **Fifteen minutes.** We walk through where your day actually breaks: which queue, which site, what time. No slides.
2. **A working session, with your numbers.** One unit you pick, your own volume and staffing data, to size what is sitting unused between scheduled activities today.

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