



INTRADIEM DYNAMIC WORKFORCE ORCHESTRATION, FRONT OFFICE

Contact Center Automation

For the leaders of a contact center at a large service operation, where the schedule is built ahead of a day that never quite matches it.

YOUR OPERATION TODAY

- **The schedule is set before the day is.** Forecasts and shifts are built weeks ahead, and the day that arrives is never quite the one that was planned for.
- **Adherence and service reports arrive after the fact.** By the time the dashboard shows the queue building, the half hour that caused it has already gone.
- **The correction is a person.** A supervisor or analyst notices, pulls people off training, cancels a break, moves a skill, one queue at a time.

THE GAP

Your systems can tell you how the day went. None of them change what happens next.

Schedules are built ahead of the volume, and the reports that show the gap arrive after it. In between, the difference between scheduled and needed shows up as idle time on some queues and pressure on others, corrected by hand if at all.

WHAT INTRADIEM DOES

- **Keeps the phones staffed as the day departs from the plan.** Breaks, training and off-phone work move automatically around the volume that actually arrives, so the queue is covered on time.
- **Uses the quiet stretches the same day.** When volume runs under plan, coaching and training get delivered in that window automatically, and people return to the phones when contacts do.
- **Takes the exception work off the analyst's desk.** The intraday adjustments an analyst would key by hand get made automatically as volume moves, so the team's day goes to the plan.

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.

\$50M+

In annual savings at a large US bank with 20,000+ agents, during a contact center platform change. (Intradiem customer story, 2025)

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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