

Your scorecard can tell you what the operation did. None of your systems decide what it does next.

For the executive who owns the operation at a large service operation. Staffing and targets are set ahead of the volume and measured after it. In between, the difference between scheduled and needed shows up as idle time on some floors and pressure on others, corrected by hand if at all.

YOUR OPERATION TODAY

- 01 **The operation is planned on last quarter's day.**
Staffing, targets and budgets are set on averages, and the day that arrives is built from exceptions.
- 02 **The scorecard reads the past.**
Service level, cost and attrition are reported after the period, when the levers that moved them have already passed.
- 03 **Every correction costs a manager's attention.**
The gap between plan and day gets closed by people watching dashboards and moving other people by hand.

WHAT INTRADIEM DOES

- 01 **Acts on the day the plan couldn't see.**
Breaks, training, coaching and off-phone work move automatically around the volume that actually arrives, and work gets matched to available people in real time.
- 02 **Finds the gap while the interval is still running.**
Idle seconds between scheduled activities get found and put to work inside the workday, on the floors you already have.
- 03 **Takes the correction off the supervisor's desk.**
The moves a manager or analyst would make by hand happen automatically as conditions change, and reverse when they change back.

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.