

Workforce management

Native forecasting and agent scheduling, and the third-party feed.

Native name since 4 Aug 2026: forecasting and agent scheduling.

Agent events feed adherence.

Publish the schedule or the board stays blank.

Size shards for every consumer.

Source: Forecasting and scheduling.

Sources and go deeper

Forecasting & agent scheduling in Connect Customer - Amazon Connect Customer (AWS docs)
<https://docs.aws.amazon.com/connect/latest/adminguide/forecasting-capacity-planning-scheduling.html>
last checked 2026-10

Workforce management - Wikipedia (Wikipedia)
https://en.wikipedia.org/wiki/Workforce_management last checked 2026-10

Call centre - Wikipedia (Wikipedia) https://en.wikipedia.org/wiki/Call_centre last checked
2026-10

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