

Workforce management

WFM is the roster. The pages name the tools and leave the formulas unnamed. Workforce management staffs the work The Five9 workforce management page says WFM aligns agent resources with contact volumes through the day, so the right number of agents with the right skills are available. It describes volumes that sometimes exceed the people on hand, and times when more agents are on hand than the work needs. Forecasts are multiskill and multichannel The WFM page says accurate contact-volume forecasts are the base for staffing, and that you create multiskill, multichannel forecasts. The feature list names multiple forecasting algorithms, inbound, outbound, and blended environments, and what-if analysis. Schedules can be built or bid The WFM page says you can schedule agents automatically based on preferences, or let them bid on schedules, and that the plans are there to meet service goals and limit labor cost. The feature list adds flexible start and stop times, and optimization of lunch, break, meeting, and coaching. Intraday is a comparison, a reforecast, and a notice The WEM page says intraday management and automated adjustment sit with workforce management. The WFM page's change card says you compare interval by interval to the plan, reforecast automatically, flex the schedule, and notify agents in a few clicks. Adherence is plan versus what the person did The WFM page says adherence can be tracked over time or in real time. The feature list adds historical adherence, real-time monitoring, out-of-adherence alerts, and both an agent view and a supervisor view. The agent can see the plan, including on a phone The agent portal on the WFM page lists viewing schedules and adherence, bidding on shifts, requesting schedule changes, vacation, and voluntary overtime, plus notifications and alerts. The mobile card lists Android and iOS, self-service away from the desk, absentee and late check-in, and alerts. Native WEM and a partner path both exist The workforce engagement page says Five9 offers WEM natively and also partners with vendors such as Verint. It says Five9 manages installation, configuration, maintenance, and upgrades for the WEM solution they deliver.

Sources and go deeper

Workforce management. vendor.

<https://www.five9.com/platform/insights-and-analytics/workforce-management>. last checked 2026-10.

Workforce engagement management. vendor.

<https://www.five9.com/products/capabilities/workforce-optimization>. last checked 2026-10.

Erlang (unit). wikipedia. [https://en.wikipedia.org/wiki/Erlang_\(unit\)](https://en.wikipedia.org/wiki/Erlang_(unit)). last checked 2026-10.

confirm. The WFM page says multiple forecasting algorithms and does not name them. This lesson does not call the engine Erlang C. last checked 2026-10.

confirm. The WFM page says six change notification channels and does not name them. last checked 2026-10.

Agent Desktop. vendor.

<https://www.five9.com/platform/self-service-and-engagement/agent-desktop>. last checked 2026-10.

Agent Desktop. vendor. <https://www.five9.com/products/capabilities/agent-desktop>. last checked 2026-10.

confirm. This lab does not know which WEM suite a given customer bought. The WFM CRM card read here names Oracle and ServiceNow, not the longer adapter list. last checked 2026-10.