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Workforce Management Software. The complexity of contact center work and the demands on center managers today have made software tools for forecasting, scheduling

<http://www.triciajoy.com/subject/ewfm+scheduling>manual/>

Prior to being a consultant, I was an end user of Aspect eWFM products. I have been using the Aspect WFM products since the product was known as TCS.

<https://www.trustradius.com/reviews/aspect-workforce-management-2014-02-14-12-11-13>

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