Workforce Management Software Group to Preview Release 4.0 of Community workforce management at the Call Center Demo and Conference

Advance views of new mobile messaging features to be on display at

booth #19

Frisco, TX — September 27, 2012—The <u>Workforce Management Software Group</u>, the developer and provider of the Community workforce management solution, today announced that advance views of the features planned for the release 4.0 of the Community workforce management solution will be on display at <u>Call Center Demo and Conference</u> in Dallas, October 9 -11th. Workforce Management Software Group will be located in booth #19. Community workforce management has emerged as the best-of-breed solution for contact centers seeking to control cost and maximize resources and other workforce optimization providers looking to add value to their own product suites.

"The new mobile messaging component of <u>Community</u> enables workforce managers to selectively target groups of agents with preloaded strategies such as soliciting overtime and through two-way mobile messaging execute, communicate and realize those changes through fully integrated communications," said WFMSG principal for sales and marketing, Daryl Gonos. "As our technology has been adopted by larger and more complex operating contact center cultures, the WFMSG development team has been focusing on increasing the efficiency of the intraday management process. Enterprise workforce management teams can now execute strategies that impact hundreds of agents with just a few clicks. The Call Center Demo and Conference is the ideal event for us to socialize these and other groundbreaking enhancements which will be available in our next release with our clients, other contact center decision makers, industry thought leaders and analysts."

"We're excited that The <u>Workforce Management Software Group</u> has chosen Call Center Demo and Conference as the destination to preview the latest version of their workforce management solution," said Laura Quinn, Events Manager for ICMI. "ICMI has long been a leader in the call center industry, and this event is the ideal venue for exhibitors to reveal their newest creations to an audience of qualified professionals who are actively seeking innovative solutions to their day-to-day challenges. We look forward to providing our attendees with a 'first look' at this exciting industry offering."

About WFMSG

The Workforce Management Software Group, Inc. is the developer and provider of the Community workforce management solution. Community installs and integrates with multiple platforms in just a few hours and provides elegant features and customizable web portals for schedulers, supervisors and contact center agents. Community is openly architected and integrates readily to seamlessly combine with third party applications to add greater value to other workforce optimization components. For a live demonstration of the Community workforce management solution or to discuss how WFMSG can partner with you to increase your technology's impact on contact centers, call (877) 668-6870 or visit us on the web at www.wfmsg.com.

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Contact:
Daryl Gonos
Workforce Management Software Group, Inc.
(877) 668-6870, x 801
gonos@wfmsg.com