

Community Workforce Management Now Integrated with Broadworks™

Broadworks added to list of compatible ACD platforms

Frisco, TX (Business Wire) April 29, 2013 -- The [WorkForce Management Software Group, Inc.](#) (WFMSG), the provider of the market leading [Community workforce optimization](#) solution, today announced that Community is now compatible with Broadsoft's Broadworks call center application.

"Community is compatible with over 20 other ACD manufacturers and product versions and we are excited to add Broadsoft to that growing list of systems," said [WFMSG](#) Principal responsible for sales and marketing, Daryl A. Gonos. "The Broadsoft integration is completed natively within Community and requires no middleware or scheduled reports to achieve tight integration between the platforms. This eliminates third party fees that customers often incur when deploying competitive workforce management technologies," Gonos added.

"Community actively queries the ACD reporting platform database, we are not waiting for a report to secure the data," said [WFMSG](#) Principal for product management, Todd A. Cotharin. "This enables Community to retrieve the resident ACD transactional contact volume and average handling time data. As a result, our clients do not have to wait for data to accrue for forecasting purposes. Additionally, the ACD queue and agent data are moved that right into Community, streamlining the entire end user deployment cycle. WFMSG clients enjoy a multitude of benefits from Community's native integration," he concluded.

About [WFMSG](#)

The Workforce Management Software Group, Inc. is the developer and provider of the Community workforce management solution. Community is delivered with a multi-channel communications gateway, installs and integrates with multiple platforms in just a few hours and provides elegant features and tightly integrated 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.

Media Contact:

WorkForce Management Software Group, Inc.
Daryl Gonos (877) 668-6870 ext. 801

Broadsoft and Broadworks are registered trademarks of Broadsoft Inc.