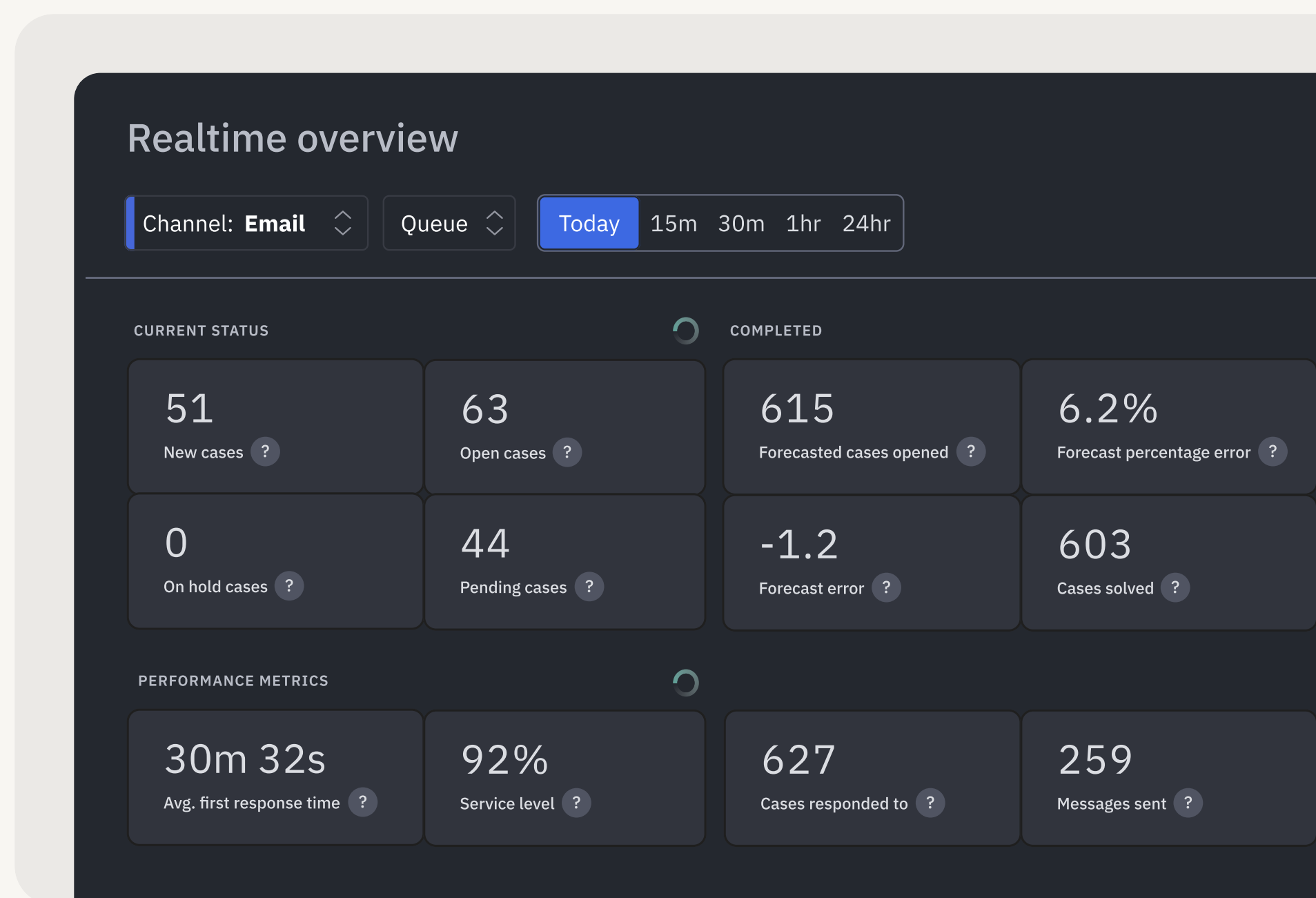


#1 workforce management for Salesforce Service Cloud

Assembled is the operating system for today's support team, combining automated scheduling with actionable forecasting and robust reporting to help get staffing right.



55% 

increase in solves
per hour

80% 

decrease in manual
reporting time

2x 

increase in SLA
performance

50% 

increase in team
productivity

The Assembled difference

Built for Salesforce excellence

Assembled's Service Cloud integration offers advanced workforce management, including the unique Case Lifecycle forecast model. Powered by the Salesforce case object, this unlocks the full power of Omni-Channel — saving teams hundreds of thousands annually. Teams are live in weeks, achieve ROI in six months, and benefit from an intuitive, data-first platform.

Dynamic scheduling and automations

Assembled optimizes agent schedules with automated placement of non-productive events, like breaks and lunches, ensuring SLA-proof coverage and full operational efficiency.

Configurable forecasting and accuracy reporting

Gain actionable insights into daily and weekly trends while fine-tuning strategies for long-term success. Customize forecast models to account for seasonality, outliers, and industry trends. Analyze forecast performance with detailed variance reports by channel and time.

Unified agent performance insights

Access detailed scorecards with performance metrics across agents, teams, and channels. Measure adherence and productivity down to specific ticket IDs and handle times, all within a single, trusted dashboard.

Granular insights across platforms

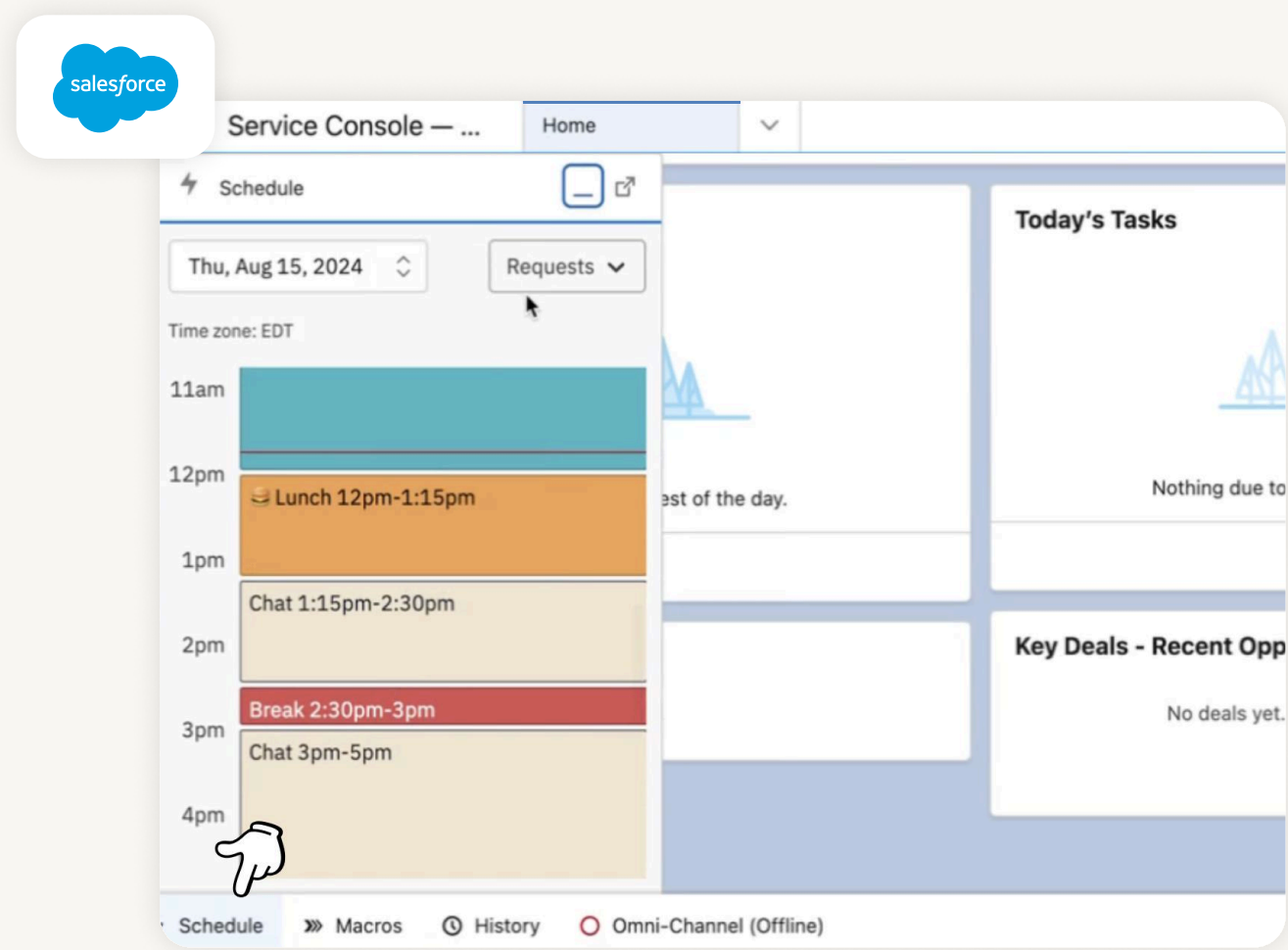
Visualize staffing coverage across every channel and queue by seamlessly unifying data from telephony, CRM, HR, and BPO platforms. Measure and assess performance across in-house teams, BPOs, and AI solutions in one cohesive platform.

Real-time adjustments and integrations

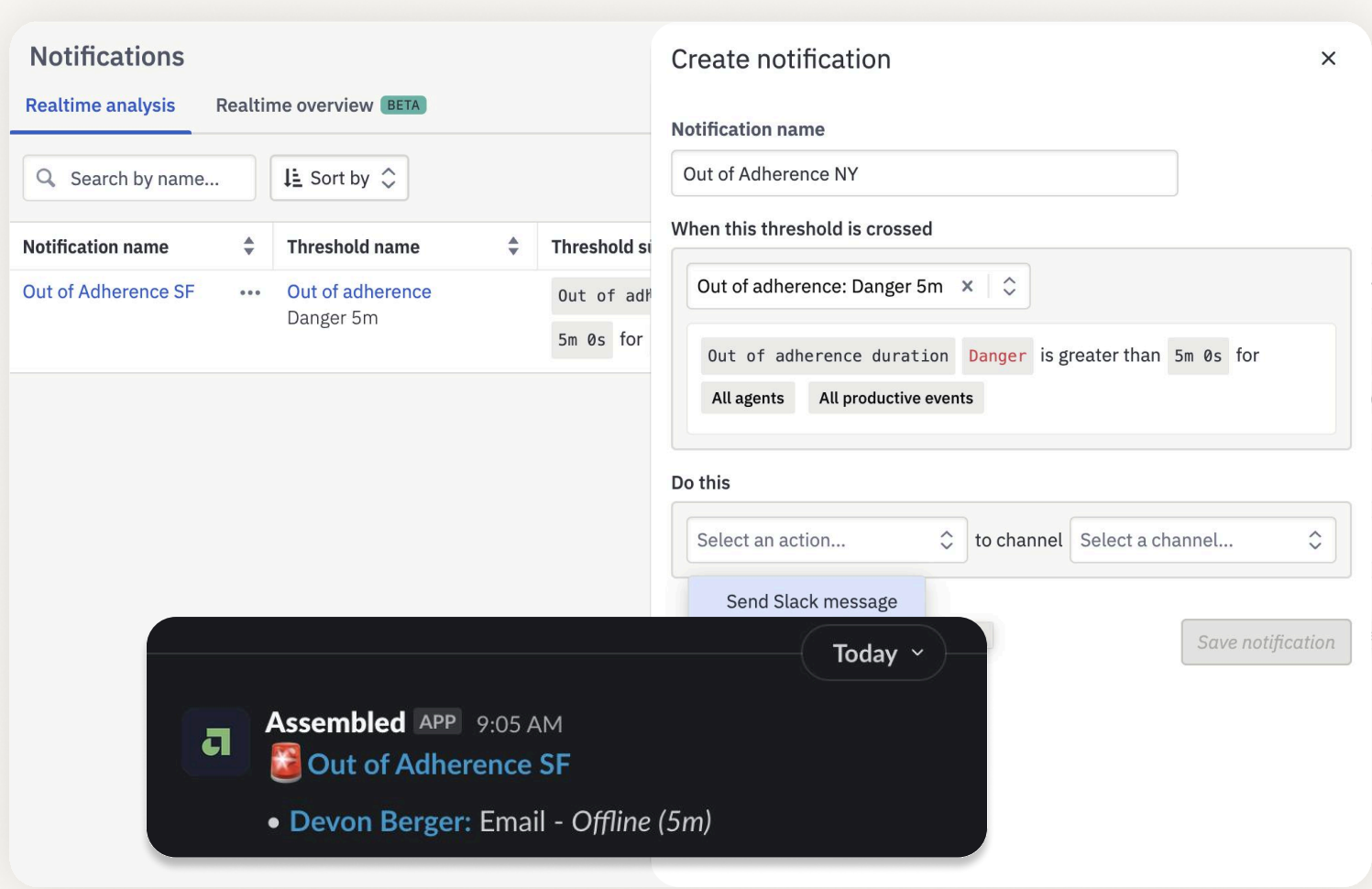
Simplify scheduling with templates, multi-select, and drag-and-drop functionality. Stay synced with turnkey integrations for Salesforce, Slack, Google Calendar, and other leading tools your team already uses.

Built Salesforce tough

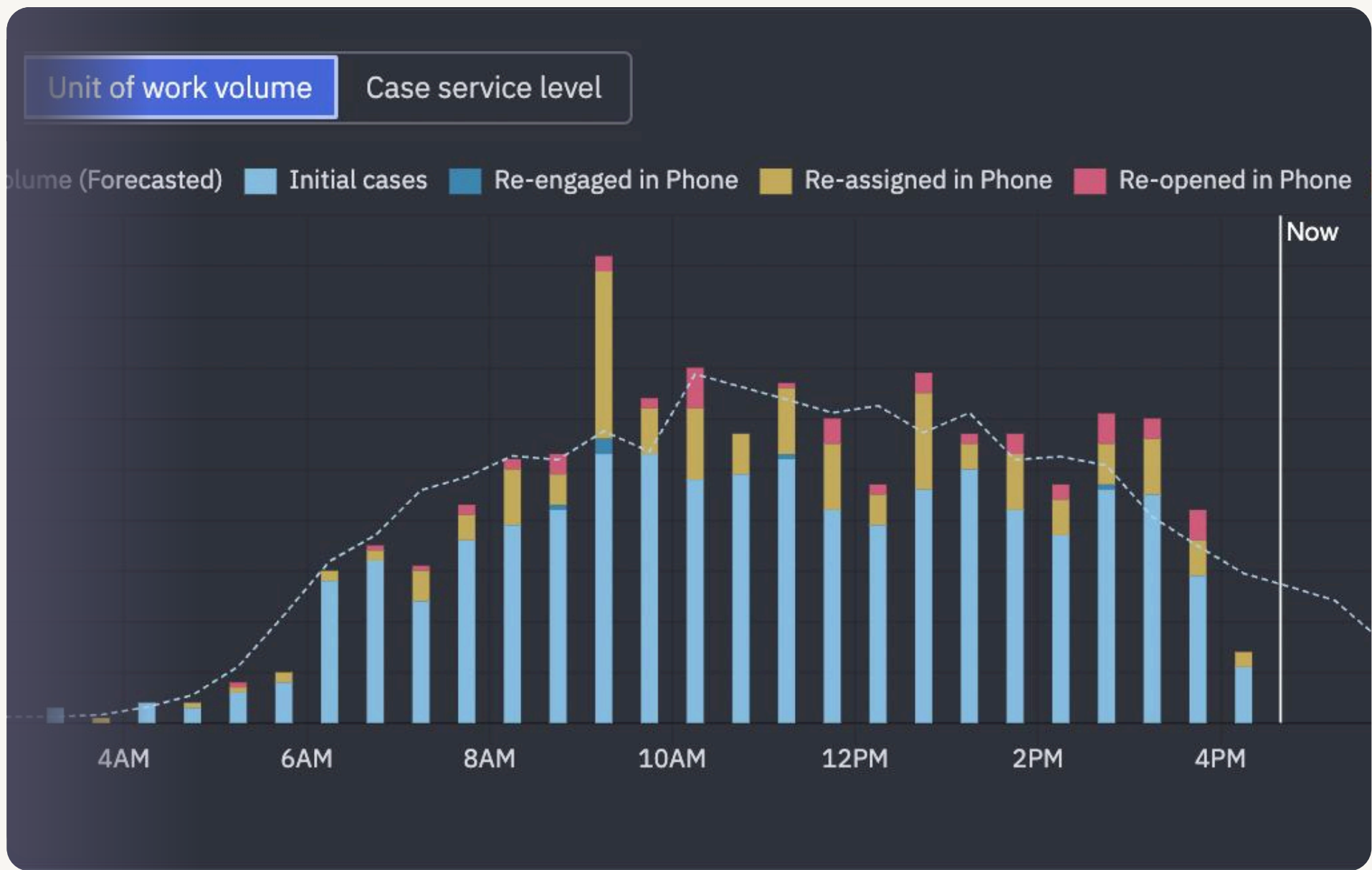
Assembled is built to scale with your business, and comes loaded with tools and integrations to keep your team on track.



Agents can view schedules and initiate changes directly in Service Cloud.



Collaborate effectively in real time with a seamless Slack integration.



Complete visibility into escalations, transfers, and re-opens with the Case Lifecycle data model. Built for the Service Cloud Omni-Channel experience.

“With Case Lifecycle insights, we can see which team did the work, how long it took, and assign that handle time data to the right team and queue. The efficiency gains have saved us over \$500k in the past year.”

Jonathon Hikade
WFM Analyst, Lyra Health

ABOUT ASSEMBLED

Assembled is a Support Operations platform that helps companies maintain exceptional customer experiences, no matter what lies ahead. Leading brands use Assembled’s workforce and vendor management capabilities to make optimal staffing decisions, gain visibility into performance and productivity, and unlock new ways to serve evolving customer needs.

www.assembled.com

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