

5 REASONS TO START CLOUD TRANSFORMATION WITH WEM

Cloud adoption in contact centers is accelerating—68% are already in the cloud, and 55% of on-premises users plan to transition by 2025 or later. Yet, many CX, contact center, and IT leaders take a step-by-step approach to this transformation. Aberdeen's recent survey of 431 leaders shows that 79% of companies transitioned gradually to cloud-based contact centers.

A major challenge for these leaders is effectively managing their agent workforce to meet operational goals, with labor costs being the largest expense. Prioritizing workforce engagement management (WEM) as the starting point in cloud transformation helps organizations capture immediate cost savings and optimize performance before expanding to other applications like ACD, self-service, and analytics.

Below are 5 reasons why starting your cloud journey with WEM is a smart strategy.

- ❑ Best-in-Class contact centers are 28% more likely to move WEM to the cloud first, showing that this is an effective first step.
- ❑ Starting with WEM helps overcome the #1 challenge contact center leaders face: managing their agent workforce effectively to meet operational goals.
- ❑ Moving WEM to the cloud results in an 8.6% year-over-year reduction in service costs, providing immediate financial benefits.
- ❑ Cloud-based WEM gives agents access to advanced, AI-powered tools that boost productivity and improve performance.
- ❑ Cloud-based WEM offers the scalability, reliability, and innovation needed to adapt to factors like labor market shifts, weather events, regulations, and customer demand, ensuring your contact center remains agile in a rapidly changing environment.

START YOUR WEM CLOUD JOURNEY NOW

