

# WFMSG and Upstream Works Announce Reseller Agreement

## Community workforce management enhances first call resolution value

January 26, 2009, FRISCO, Texas--(BUSINESS WIRE)--[The WorkForce Management Software Group, Inc.](#), (WFMSG), the provider of the industry re-defining [Community workforce management solution](#), today announced that they have executed a reseller agreement with Upstream Works Software LTD.

"Upstream Works targets customers interested in [first call resolution](#)," says WFMSG Principle responsible for Sales and Marketing, Daryl A. Gonos. "Their clients are passionate about customer service and efficiency. These are exactly the benefits they will capture using Community's powerful workforce management feature set. The Community solution enables users to create more accurate forecast, generate better staff plans, optimize schedules and execute the intraday process to enhance service and manage cost. Community also measures and presents [agent adherence](#) to their schedule in very unique ways and this improves agent productivity and increases efficiency even further, while maintaining service level objectives," he added.

"This is such a great fit with our product offerings," says Rob McDougall, President of Upstream Works. "[Community](#) compliments our [UpStart Experience Suite](#) by providing tools to more effectively plan and execute a cohesive customer service strategy. Our products are designed to improve customer satisfaction and optimize agent capabilities and a key component of that is to make sure that the right number of agents are staffed and managed in the first place. The coupling of these great products creates an even more compelling business case for any center focused on service level delivery, the customer experience and managing cost," he concluded

Community delivers a full array of cost saving [contact center forecasting](#) and [schedule optimization](#) features. Community allows users to [optimize schedules](#), as well as, execute timely intraday management procedures to run at peak efficiency. Community makes available world class [workforce management](#) features at a price point previously unavailable to the broad contact center market.

### About WorkForce Management Software Group, Inc. (WFMSG)

WFMSG and Community have emerged as the innovator in collaborative, low cost workforce management solutions. Community is coupled with an intelligent deployment process that results in very rapid installation and product adoption. To learn more about Community or set up a live product review of this revolutionary product contact us at (877) 668-6870, email us at [info@wfmsg.com](mailto:info@wfmsg.com) or visit us on the web at [www.wfmsg.com](http://www.wfmsg.com).

### About Upstream Works LTD.

Upstream Works delivers contact center solutions for companies that view their customer service as a strategic competitive advantage and want to improve both their existing infrastructure and their satisfaction ratings. Upstream Works improves connectivity among all facets of a business, providing immediate access to key customer data and empowering agents to resolve customer issues efficiently while in compliance with business rules. The result is an improvement in agent training and management capabilities along with improved first-call resolution rates, which reduces customer churn, lightens overall call volumes and raises employee morale. For more information about Upstream Works, go to [www.upstreamworks.com](http://www.upstreamworks.com).

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