

Authority Software

Authority Software provides 100% cloud-native workforce optimization solutions that are purpose-built to streamline contact center operations. Authority Center modules, including Quality Recording Manager, Designer, CX Application Pack and Workforce Management, are all designed from the ground up and are inherently integrated within the same platform to remove complexity and work together seamlessly.

Why Choose Authority

RAPID DEPLOYMENT

Go live in as little as one day

NATIVE INTEGRATION

Seamless solutions work with any CCaaS

COMPLETE WFO SUITE

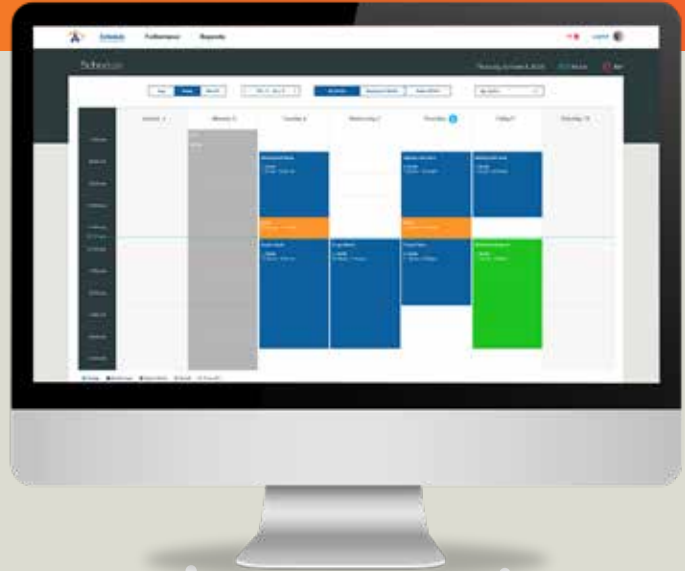
QRM, WFM, CRM, and Designer in one platform

FROM THE GROUND UP

Purpose built so it's never bolted on

DOMAIN EXPERTISE

Decades of experience in the contact center industry



Benefits



Implementations that can be measured in days



Easy to learn and use for rapid agent adoption



Improved agent quality and productivity



No-code drag-and-drop tools



Real-time access to key data



Advanced analytics and reporting

Key Capabilities

QUALITY RECORDING MANAGER

- Training & Compliance
- Audio & Video Redaction
- Perpetual Storage of Recordings
- Configurable Agent Scorecards

DESIGNER

- Agent Desktop Delivery
- Branched Logic Scripting
- Low Code/No Code Rapid Application Development

WORKFORCE MANAGEMENT

- Demand Forecasting
- Staff Scheduling

CX APPLICATION PACK

- Pre-built CRM Vertical Applications
- Advanced Outbound List Management

> The Authority On Workforce Optimization

