



INTRADIEM DYNAMIC WORKFORCE ORCHESTRATION

Back Office Optimizer

For the operations teams behind the phones: servicing, billing and processing at a large service operation, where work lands in queues that were staffed to last week's averages.

YOUR OPERATION TODAY

- **Work is assigned by team and by shift.** Queues are staffed ahead of the volume, on last week's averages, and whatever lands today is routed the same way.
- **Backlog and quality reports describe yesterday.** The ageing report shows where the queue grew after it grew, at the slowest step.
- **Rebalancing depends on a manager noticing.** People get moved between queues by hand, one team at a time, usually after the service level has already slipped.

THE GAP

Your systems can tell you what's in the queue. None of them decide who picks it up next.

Work is assigned by team and by shift, ahead of the volume. Backlog and quality reports arrive after the fact, and rebalancing depends on a manager noticing and moving people by hand, one queue at a time.

WHAT INTRADIEM DOES

- **Forecasts the queue before it grows.** A digital twin of your back office forecasts workload at regular intervals and shows each manager whether today's staffing will hit the service level, before the day is over.
- **Shows the gap while it can still be closed.** Capacity Insights read staffing against the service level target as work lands, so an under-staffed step is visible this morning, not in tomorrow's ageing report.
- **Tells every worker what to work on next.** Next Work Item puts the highest-priority task in front of each person by skill and business priority, so rebalancing no longer waits for a manager to notice.

Alongside what you already run. Intradiem sits between the ACD (Genesys, Five9, Avaya) and WFM (Verint, NICE, Calabrio). It acts on top of those systems. It does not replace them.

Back Office Optimizer enters beta in Q4 2026, with general availability in Q1 2027. Beta terms come with the conversation.

PROOF

114%+

Net retention in 2025, alongside record net new bookings and customer savings at an all-time high for the full year. (BusinessWire, Feb 18 2026)

350,000

Contact center professionals on the Intradiem platform.

5.9%

More active work time in a healthcare company's back office, with idle time down 4.7%. (Intradiem customer story, 2024)

WHAT HAPPENS NEXT

1. **Fifteen minutes.** We walk through where your day actually breaks: which queue, which site, what time. No slides.
2. **A working session, with your numbers.** One unit you pick, your own volume and staffing data, to size what is sitting unused between scheduled activities today.