

Engagement Hub

For the leaders of a contact center at a large service operation, where the schedule is built ahead of a day that never quite matches it.

YOUR OPERATION TODAY

- **The schedule is set before the day is.** Forecasts and shifts are built weeks ahead, and the day that arrives is never quite the one that was planned for.
- **Adherence and service reports arrive after the fact.** By the time the dashboard shows the queue building, the half hour that caused it has already gone.
- **The correction is a person.** A supervisor or analyst notices, pulls people off training, cancels a break, moves a skill, one queue at a time.

THE GAP

Your systems can tell you how the day went. None of them change what happens next.

Schedules are built ahead of the volume, and the reports that show the gap arrive after it. In between, the difference between scheduled and needed shows up as idle time on some queues and pressure on others, corrected by hand if at all.

WHAT INTRADIEM DOES

- **Puts the supervisor's three responsibilities in one view.** Wellness, performance and adoption signals that sit in separate systems today read together, per agent and per team, on one grain, before the plan for the week is set.
- **Reads the signals before the scorecard does.** The recommendation engine detects the early pattern, a wellness dip or a performance drift, and says what to do next while the period is still open.
- **Keeps the supervisor in the loop.** Detect and evaluate, decide, measure: every recommendation is approved by a person and every step is logged, so the correction is a decision, not a scramble.

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.

Engagement Hub is planned for Q1 2027, with Engagement Hub Pro late in Q1 2027.

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.

\$50M+

In annual savings at a large US bank with 20,000+ agents, during a contact center platform change. (Intradiem customer story, 2025)

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.