



INTRADIEM DYNAMIC WORKFORCE ORCHESTRATION

Queue Optimizer

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

- **Protects the commitment, not just the moment.** Queue Optimizer continuously calculates the agent to queue assignment that keeps every monthly and quarterly service commitment on track, and applies the moves straight into your ACD.
- **Sees the risk early.** It watches the service level trajectory across every queue at once and flags a commitment at risk while there's still time to act, with the recommended move alongside.
- **Acts with your approval controls.** Observe, decide, act, check: the loop runs continuously, with human approval where you want it and every move logged.

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.

Queue Optimizer enters beta in mid Q4 2026, with general availability 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.