

The WEM Operating Model

Aligning WFM, QM, PM, and AI Around Shared Outcomes

Most WEM stacks deploy as four disconnected tools. The WEM Operating Model aligns workforce management, quality management, performance management, and AI & analytics around one accountable outcome layer.

The Four Pillars

- **WFM** — Demand, scheduling, capacity.
- **QM** — Conversation quality, compliance, coaching signals.
- **PM** — Agent and team outcomes, not activity.
- **AI & Analytics** — Pattern detection, automation, decision support.

Shared Outcomes — One Accountable Layer

- Resolution effectiveness.
- Workforce efficiency.
- Customer experience.
- Cost optimization.

Executive Implication

WEM stops being a tooling conversation and becomes an operating model conversation. Buying decisions, vendor consolidation, and AI investments are evaluated against a shared outcome scorecard — not against feature checklists.