

Global Workforce Management Software Market Growth (Status and Outlook) 2025-2031

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Abstracts

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The global Workforce Management Software market size is predicted to grow from US\$ 3247 million in 2025 to US\$ 5209 million in 2031; it is expected to grow at a CAGR of 8.2% from 2025 to 2031.

Workforce Management Software is a system intended to maximize the use of agent labor by projecting incoming call volumes and scheduling staff to meet needs exactly, by time of the day, day of the week, week of the month, etc. WFM systems use historical calling records, which are collected from the automatic call distribution system, to project future calling patterns and volumes for specified time frames. The core functions of WFM software include labor planning, time and attendance management, payroll management, tasking and staffing, and performance reporting.

It helps managers accurately and easily forecast staffing requirements across all customer-facing inbound, outbound, blended and back office resources. It also allows agents to manage their scheduling with tools for needs such as schedule trades and sequential shift bids.

Global Workforce Management Software key players include Kronos, Infor, Verint, etc. Global top three manufacturers hold a share over 45%.

North America is the largest production area, with a share about 55%, followed by Europe, and Asia, both have a share over 30 percent.

In terms of product, On-premises is the largest segment, with a share over 50%. And in

terms of application, the largest application is

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