



Multi-Location Optimization

Make allocation decisions with confidence

Network-level averages can look fine on paper and still fall apart once you look site by site. See how allocation, capacity, and cost play out at each location *before* you commit to a plan.

If any of this sounds familiar when it comes to planning across your sites, Multi-Location Optimization may be exactly what you need:

- ! You're running **more than one site**, or blending in-house teams with outsourced partners, and your planning still treats them as one pool.
- ! Your plan lives in a **spreadsheet** that's outgrown what it can realistically keep up with – updates are slow, and errors are easy to miss.
- ! Network-level numbers say you're covered. Individual sites are **over or understaffed** anyway.
- ! You're **asked to justify** a staffing or allocation call to leadership, and the site-level numbers to back it up aren't readily at hand.

What Is Multi-Location Optimization?

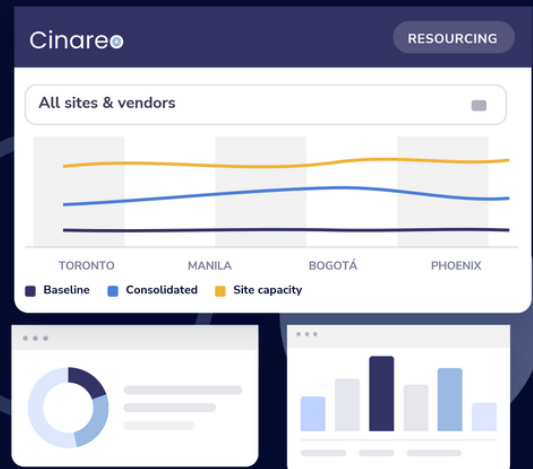
Multi-Location Optimization brings every site, vendor, and line of business into one view, so you can:

- 📍 See exactly where work is allocated
- ✅ Validate that allocation against what each location can actually support
- 💰 Understand the cost of that decision before it's final



Who Multi-Location Optimization Is Built For

Contact centers operating across multiple locations or regions, including a mix of in-house and outsourced partners in a broad range of industries such as banking and financial services, insurance, healthcare, telecom, retail, and BPO.



How Your Work Will Get Easier



See exactly how an allocation decision plays out at each site, not just how it looks averaged across the network.



Site differences (staffing, shrinkage, cost, capacity) are visible and built into the plan, not assumed away.



Validate that a plan holds up locally *before* you commit to it, not after.

Curious what your numbers look like site by site, not just network-wide?

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