

# Empower and Engage Your Customers, Employees and Business

In the world of contact centers, change is constant: Traffic rises and falls, customer preferences shift, and new technologies disrupt day-to-day life. You demand increasingly higher performance from your employees, and they expect more from you. To maintain your competitive advantage, you need solutions that enable and engage your employees as effectively as they adapt to your center's unique needs.

The NICE WFM 7.0 suite is more versatile, more accurate and more reliable than any workforce management solution to date. Convenient mobile capabilities and an easy-to-use design engage employees, and new visibility, real-time alerts and next-generation forecasting algorithms empower team leaders to manage and schedule with greater accuracy than ever before.

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## NICE WFM 7.0 delivers seven powerful enhancements to our industry-leading capabilities.

**Accuracy:** Optimize forecasting with 45 new algorithms supported by artificial intelligence.

**Simplicity:** Limit waste and inefficiencies with easy-to-use tools.

**Reliability:** Minimize down time and service failures.

**Visibility:** Monitor back-office employees for real-time adherence as easily you do the front office.

**Engagement:** Motivate employees with gamification, allowing them to earn points or other rewards when selecting shifts.

**Alerts:** Monitor the health of the solution components using industry tools supporting SNMP.

**Convenience:** Ensure employee access to scheduling and updates on any IOS or Android phone.

# What does it mean to be empowered and engaged?

## ADD VALUE ACROSS THE BOARD



### Your Customer

Ensure that customers are matched with agents who are best suited to address their needs, based on agent skills, workforce intraday trends and more.

No long wait times. Few call transfers.



### Your Employees

Give employees the autonomy to self-manage shift scheduling and decide their optimal work-life balance anytime, anywhere.

The tools they need and expect.



### Your Business

Robust algorithms supported by artificial intelligence create more accurate forecasts for better decision-making.

The tools, automation and insight to allow the latitude to make necessary changes to improve organization performance, employee engagement and customer satisfaction.

## TOTAL WORKFORCE MANAGEMENT SYSTEM

### Configurable and Flexible

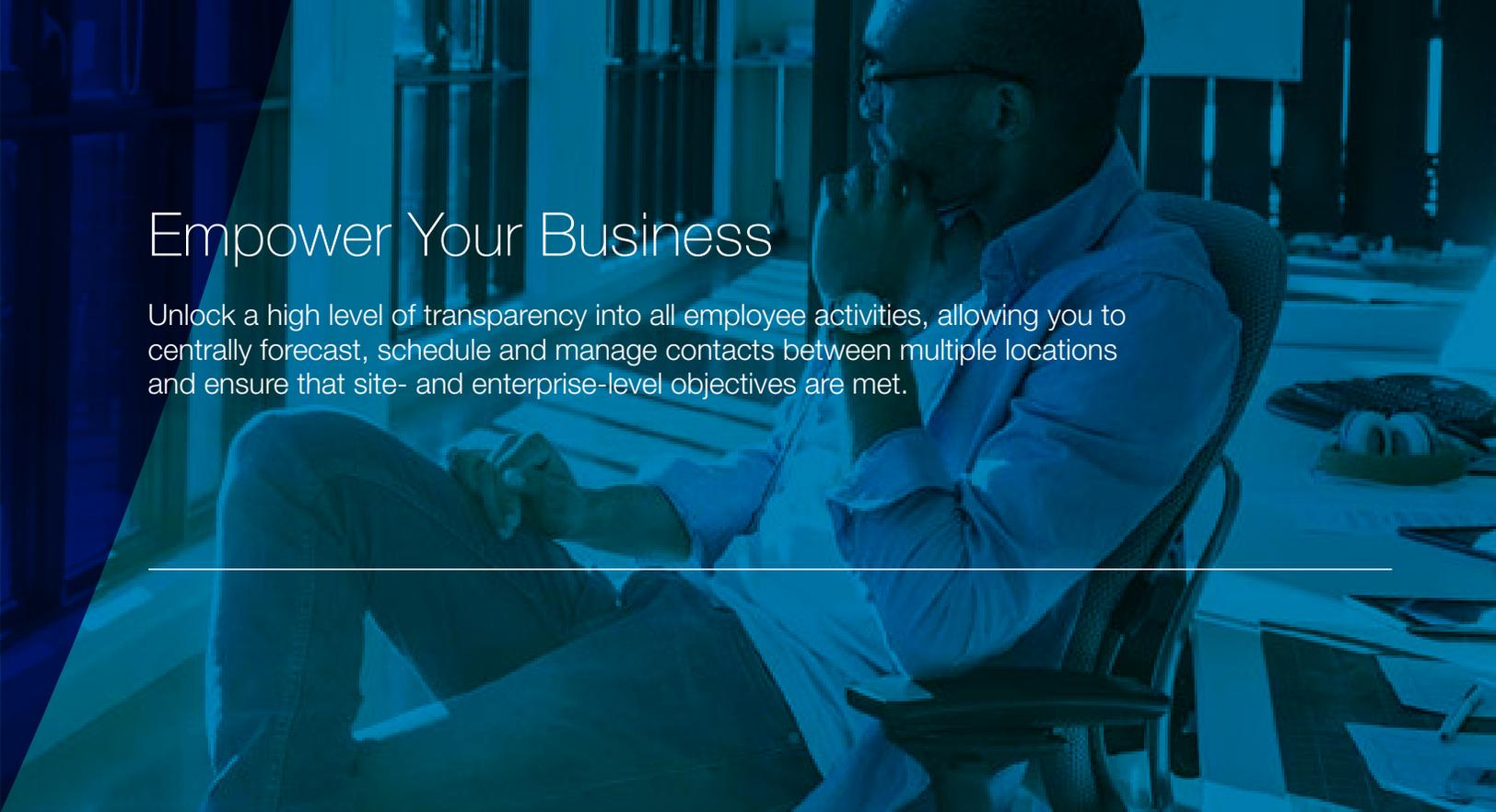
- Tailored to support the specific forecasting, scheduling and change management needs of any organization.
- Optimized scheduling that meets cultural and contractual restraints.

### Equipped to Support Complex Environments

- Forecasts and schedules at both the site and the enterprise level, with a patented multi-skill simulation and tools that uniquely drive accurate forecasting and efficient scheduling.
- Supports dedicated and blended in-bound, outbound, multimedia, and back office environments from a single, comprehensive platform.

### A Powerful Tool for Employee Engagement

- Allows employees to easily sign in, view and manage schedules and receive alerts via a mobile application accessed from their personal devices.
- Features a modern, unified look that simplifies processes, facilitates integration with other NICE Workforce Optimization products and sets the foundation for additional user experience enhancements.



# Empower Your Business

Unlock a high level of transparency into all employee activities, allowing you to centrally forecast, schedule and manage contacts between multiple locations and ensure that site- and enterprise-level objectives are met.

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## Forecast Accurately:

Maximize productivity with unsurpassed accuracy

- Natively use NICE's unique, industry-leading forecasting algorithm that uses interval-specific weighted moving average methodologies with seasonality, week of month, rate of change and automated anomaly detection.
- Leverage new advanced forecasting methods with Box-Jenkins ARIMA, exponential smoothing and multilinear seasonal regression.
- Allow the solution to review all the algorithms and automatically select the best choice to use.
- Enable top-down and bottom-up insight into the entire plan for omni-channel, multisite, multi-skill operations.
- Generate extremely accurate staffing requirements with new algorithms that support the parameters and exact simulation of exact routing rules. This iterative simulation considers skills, schedule availability, abandons and queuing when determining how many agents or employees are needed.

## Schedule Flexibly:

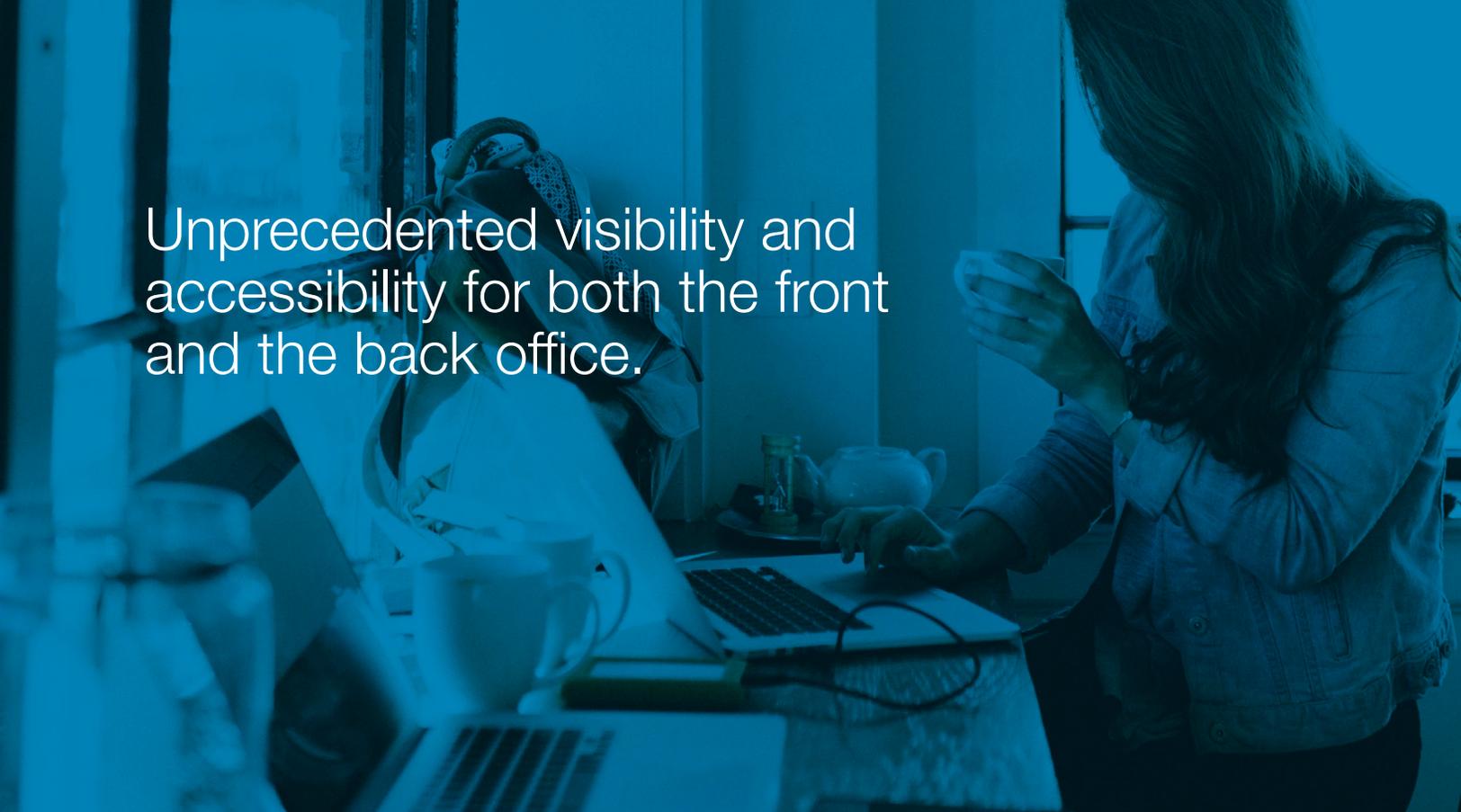
Manage backlogs and eliminate overstaffing

- Automatically assign schedules based on agent capacities or allow them to bid on preferred times.
- Support virtually any scheduling methodology or work-rule environment, applying different approaches for different departments, locations and individuals.
- Manage schedule updates with a highly interactive user interface that includes multiple summary views and "what-if" staffing scenarios that can be converted into active scheduling requirements.

## Manage Change Proactively:

Ensure you have the right resources in place as conditions change

- Monitor and respond to changing conditions with intuitive intraday change management tools.
- Minimize shrinkage and maximize employee performance and productivity with the ability to manage real-time adherence priorities and modify schedules from a single screen.



Unprecedented visibility and accessibility for both the front and the back office.

**MAXIMIZE PRODUCTIVITY WITH ENHANCED REAL-TIME ADHERENCE**

NICE WFM 7.0 captures live data streams and allows users to modify schedules from a single screen and manage real-time adherence priorities for the back office as easily as they do for the front office. Managers can see what process each agent is using, and how long it takes, across front- and back-office activities.

**RELY ON A SOLUTION THAT IS HIGHLY AVAILABLE**

Market-standard resiliency and high redundancy ensure that your technology and your team are always ready to work. Real-time diagnostics and automated alert systems that use Simple Network Management Protocol allow your IT team to catch system issues before they become problems. Enable top-down and bottom-up insight into the entire plan for omni-channel, multisite, multi-skill operations.

**PROVIDE ACCESS ANYTIME WITH MOBILE**

A constantly evolving mobile application empowers your workforce and enables employees to manage schedules and view activities, notes and details on any iOS or Android phone.

**Integrate with NICE WFO and third-party applications**

NICE WFM 7.0 integrates with all leading ACDs and can integrate with other solutions using SmartSync.



# Engage Your Employees

Gamification within Employee Engagement Manager motivates employees and allows them to earn points or other rewards when they select shifts, while mobile access empowers your workforce and enables employees to manage schedules on the go from their iOS and Android phones.

## Employee Engagement

Take scheduling flexibility to the next level with NICE WFM's Employee Engagement Manager (EEM). Employees can see their schedules, choose shifts, view available vacation opportunities and request time off. They can select pre-approved schedule change opportunities tailored to their profile and skills directly from their mobile device.

Supervisors can communicate time-off availability to agents and remedy intraday coverage gaps with mobile-friendly dashboards to monitor performance and provide real-time visibility into team communications. NICE WFM EEM also allows you to reward top agents for great performance by letting them bid on preferred shifts with Availability Points.

## Mobility

Enable employee engagement with a constantly evolving mobile application that is easy to use, scalable and secure. As the primary interaction between employees and WFM when away from the workstation, the NICE WFM 7.0 mobile app offers an easy-to-use, scalable and secure solution – one that allows you to empower your workforce like never before. Setup and sign-in are simple, and a My Alerts view allows agents to see alert details and clear schedule alerts, either individually or all at once.

## About NICE systems

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.