NICE • CXone

NICE IEX WFM Integrated

Tackle your most challenging and complex staffing and employee engagement challenges

NICE IEX WFM Integrated is a proven, industry-leading enterprise grade solution to tackle your most challenging and complex contact center staffing and employee engagement challenges. Artificial intelligence (AI) powers the industry's most accurate omnichannel forecasting engine, and machine learning simulation modeling ensures a smarter, more precise schedule every time. As a fully integrated component of the CXone platform, contact centers ensure seamless synchronization with ACD data, streamlined administration, and the ability to configure the environment to the needs of their specific operation. As a leader in the Workforce Management industry for over two decades, this cloud WFM product encompasses all workforce planning needs.

SAVE MONEY AND MAXIMIZE RESOURCES

Improved forecast accuracy and better schedules mean less overstaffing and better use of the contact center's most valuable resource—its workforce.

- Make better staffing decisions with AI forecasting and patented Best Pick™ technology which selects the best of 40+ algorithms to fit the specific forecasting scenario.

- Ensure accuracy in even the most complex scenarios with patented multi-skill simulation and the ability to forecast for multisite and omnichannel environments—including outbound and non real-time, asynchronous digital channels.

- Machine learning scheduling simulation model gets more efficient with each run, mimicking exact contact arrival patterns, and ensuring the most precise schedule, virtually eliminating overstaffing.

- With the most scheduling philosophies in the market, the scheduling engine ensures best staffing mix to meet your customer demand for different channels, departments, locations, and individuals, helping you meet SLAs and improve CSAT.

- Advanced intraday and future change management tools ensure you have the right people in the right place, right now and in the future.

INCREASE EFFICIENCY AND STREAMLINE CHANGE MANAGEMENT

Designed by WFM experts for WFM experts with easy-to-use, configurable interfaces and rule-based automation, WFM managers spend less time monitoring schedules and forecasts and more time strategically planning for the future.

- Net staffing calculations by queue provide a holistic view of contact center performance throughout the day, empowering course correction and better time and resource management.

- Automatic intraday reforecasting and rule-based actions eliminate the need for time-consuming, manual interventions to make schedule changes and notify agents.

- Manage schedules with ease with an interactive user interface that includes multiple summary views and "what-if" staffing scenarios that can be converted into active scheduling requirements.

- Automation and alerts deliver systematic insights, empowering proactive action.
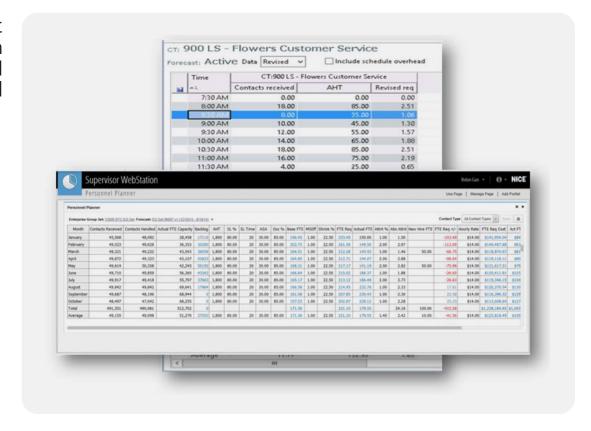
BENEFITS

- Streamline WFM processes and improve efficiency with rule-based actions and automation.

- Boost agent engagement with personalized displays and easy access.

- Increase business flexibility with customized configuration.

- Ensure business continuity and growth with global coverage and disaster recovery protection.

KEY FEATURES

- The industry's most accurate forecast and schedule optimization engines.

- Advanced reporting with flexible export capabilities.

- Industry leading reliability and performance views to support your operational needs.

- The best security protections with use of rigorous comprehensive third-party penetration testing.

- Configurable, complex business rules to meet labor, union, and legislative requirements.

Sample Forecast Screens in NICE IEX WFM Integrated

IMPROVE EMPLOYEE ENGAGEMENT AND REDUCE TURNOVER

Fair, transparent schedules and effective communication keep agents happy—and happy agents are more productive and stick around longer.

- Empower agents with the ability to view schedules, request time off, shift swap, track performance insights, and collaborate with peers to solve their own scheduling issues using the personalized Agent Webstation.

- Reduce absenteeism and turnover by ensuring schedules are fair and strike the appropriate balance between agent preferences and scheduling needs.

- Enable agents to balance their home and work lives with easy voluntary time-off (VTO) and schedule swap processes.

- Minimize shrinkage and maximize employee performance with the ability to manage real-time adherence priorities and modify schedules from a single screen, empowering WFM managers to maximize employee productivity.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform— and elevate—every customer interaction.

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Make experiences *flow*