NICE · CXone

CXone ACD to NICE WFM IEX Digital Integration

Leading the way through the Paradigm Shift

CXone ACD and NICE IEX WFM are enhancing the integration for the full Digital Experience Platform. This integration presents a fundamental shift in how statistics are reporting and being consumed by NICE WFM IEX. The CXone ACD is leading the way and is the first sending system to offer the complete picture based on this new paradigm. This new enhanced Integration (interval and real-time) includes two main items:

Inclusion of Digital Channel statistics and awareness

Enhanced interval statistic paradigm Answered / Active True to the Interval (AATTI)

CXone ACD Integration: WCE (old) compared to AATTI (new)

CXone ACD to WFM Data Items	How data reported to an interval	
	When Contact Ended	**Answered / Active True to Interval**
Contacts Received	Contacts InQueue (email channel only)	Contacts InQueue (All channels)
Contacts Handled		
• Before Service Level	Completing Interval	Answering Interval
• After Service Level	Completing Interval	Answering Interval
Contacts Abandoned		
• Short	Abandoning Interval	Abandoning Interval
• Long	Abandoning Interval	Abandoning Interval
Handle Time	100% in completing interval	Capturing in the interval in which time occurred

| CXone ACD to WFM Data Items	How data reported to an interval	
	When Contact Ended	**Answered / Active True to Interval**
Contacts Abandoned		
• Hold Time	100% in completing interval	Capturing in the interval in which time occurred
• Work Time	100% in completing interval	Capturing in the interval in which time occurred
• Queue Delay Time	In Queue Time, assigned in completing interval	In Queue Time, assigned in Answering interval
• Service Level Percent	% handled before SL Objective—in completing interval	% handled before SL Objective—in Answering interval
• Backlog Not Expired	Yes, email work only. Work in queue yet to be worked (NOT exceeded SL)	Yes, ALL Channels. Work in queue yet to be worked (NOT exceeded SL)
• Backlog Expired	Yes, email work only. Work in queue yet to be worked (exceeded SL)	Yes, ALL Channels. Work in queue yet to be worked (NOT exceeded SL)

BENEFITS

- Effectively solves problems of planning for Omni-Session Handling and Asynchronous handling
- Enables NICE WFM IEX to improve forecasting, planning and scheduling accuracy across all channels
- Improves blended contact center operational efficiency
- Content using unified stream (ACD and Digital Awareness)
- Enables IEX to identify real-time state (all channels) for complete adherence metrics
- Improves staffing requirements and enhances simulation for digital channels to improve scheduled open values

KEY FEATURES

- Enhanced Digital Interval Integration— Answered Active True to Interval Paradigm
- Includes Digital Channel statistics (Voice and 30 + Digital Channels)
- Updated Real-Time Integration for Digital Awareness
- Enablement of the NICE WFM IEX Digital Channel Management (DCM) 2.0 Feature

IEX WFM Integration consumption and use by NICE WFM IEX version

	IEX WFM 7.4.x and above	IEX WFM 8.0
CXone ACD Digital Interval Integration[1]		
Paradigm	True to Interval	True to Interval
Channels	ACD Digital	ACD Digital
Contact Volume Data	Answered volume	Answered volume Active volume[2]
CXone ACD Real-time Integration		
	ACD agent states[3]	Unified agent states[3]
IEX WFM Forecast Capabilities		
Legacy (Forecast Received)	ACD CTs Digital CTs	ACD CTs Digital CTs
Activity-based (Forecast Received & Forecast Active)		ACD CTs Digital CTs

Notes:

1. Does **not** require IEX 7.4 Digital Channel Management features. If customer has IEX 7.4, Digital Channel Management Channel Interrupt Priorities can be used if desired

2. Active volume is not used in WFM until IEX 8.0

3. Currently CXone ACD real-time state 'ACD aware only'.

Summary:

- Upon GA release of Digital Integration, all IEX versions will be able to forecast, plan & schedule for ALL channels (Voice & digital).

- Upon GA release of Digital Integration and based on stack deployment, Real-Time Stream updated to present data from the Unified Stream.

- IEX 8.0 will introduce the ability to forecast and schedule with new activity-based algorithms
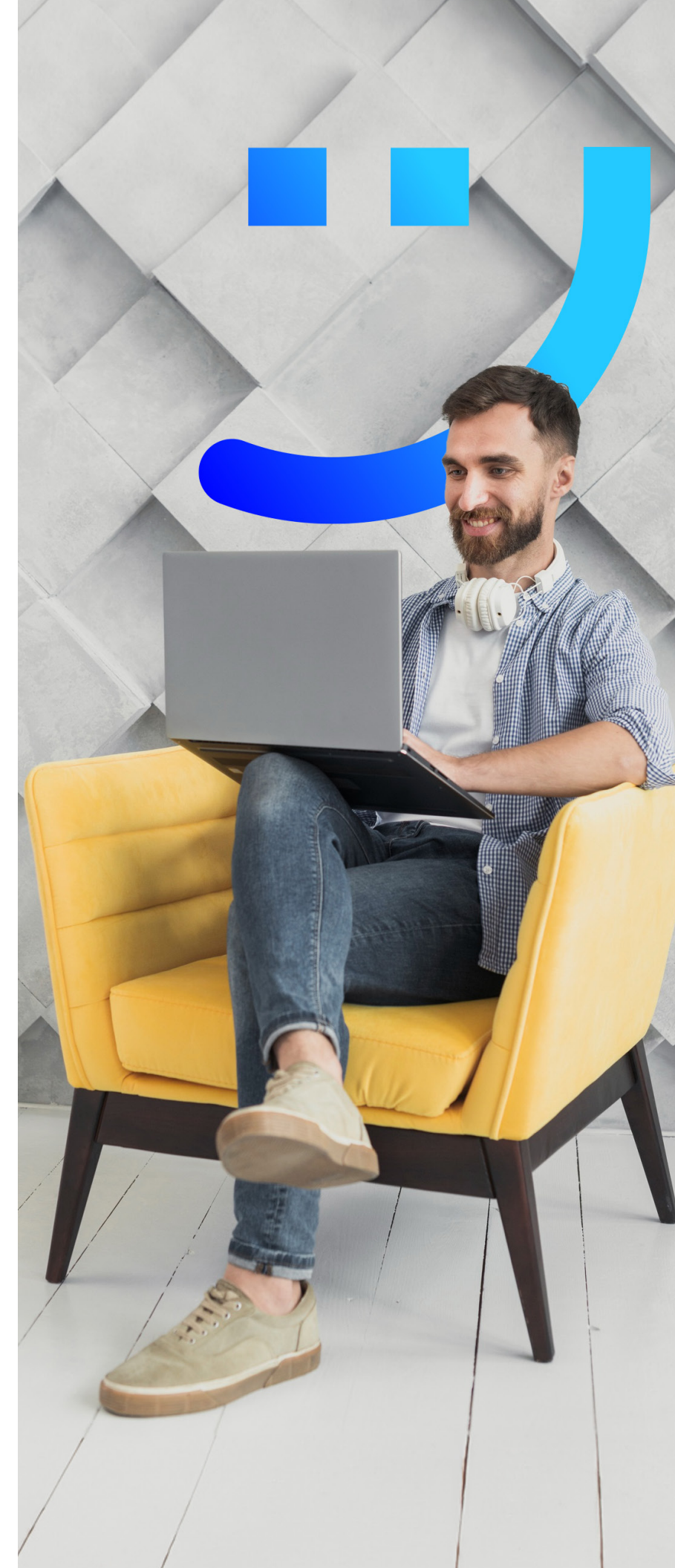
About NICE

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.

www.nice.com

NICE
Make experiences
flow