

HR DIRECT INTEGRATION FOR NICE WFM

Make experiences *flow*

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.



CONNECT WFM, HR, AND PAYROLL SYSTEMS TO SAVE TIME AND MONEY AND REDUCE COMPLIANCE RISK

Connecting your payroll/HR solution with your workforce management (WFM) software is critical to effectively managing and growing your contact center workforce. Without data integration, your contact center is forced to manage higher rates of inaccurate time tracking, including time theft and incorrect employee payments. You may also see increased labor costs, as each disparate solution requires its own administrator that must on-board, off-board, and maintain agent profiles. There's also greater compliance risk should an audit uncover discrepancies in data between disparate systems.

NICE WFM offers direct integration to two of the most commonly used HR management systems: Ultimate Kronos Group (UKG) Ready suite and Workday. An intuitive user interface allows you to easily configure a direct connection between these HR systems and NICE WFM. Once the systems are integrated, agents' time off balance and time off requests will automatically sync between your HR system and NICE WFM, and an audit trail allows you to track data flows over the last 30 days. This seamless integration resolves any time off gaps between the two systems by allowing for a seamless data exchange—no additional administrative licenses required.

By integrating NICE WFM with your HR management system, you can realize a wide range of benefits:



Save time and money



Reduce manual work



Improve data management



Reduce compliance risk



Increase productivity



Improve business outcomes



Reduce errors



No impact to the Time Off Manager Screen

With NICE WFM, integration with HR and payroll systems is fast and easy.

INITIAL SETUP

Integration is quick—the initial sync takes just a few minutes.

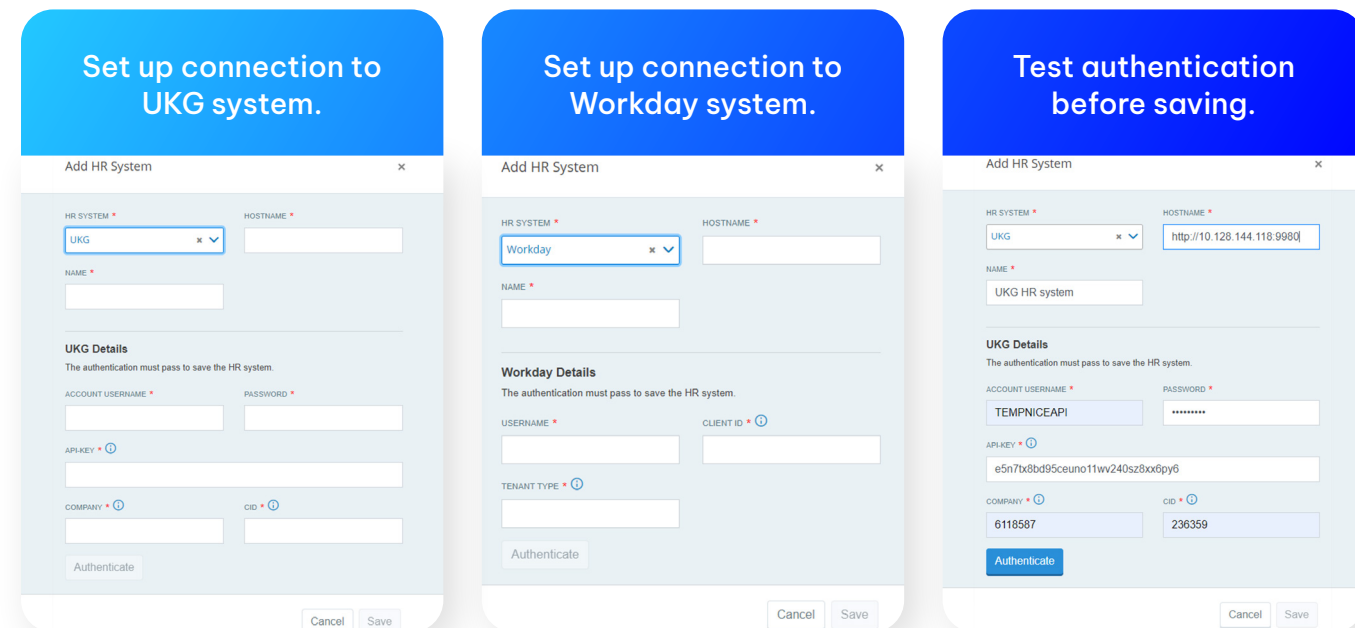
Authentication Establish a one-time connection between the HR system and WFM.

User sync Ensure that agents are valid across both systems.



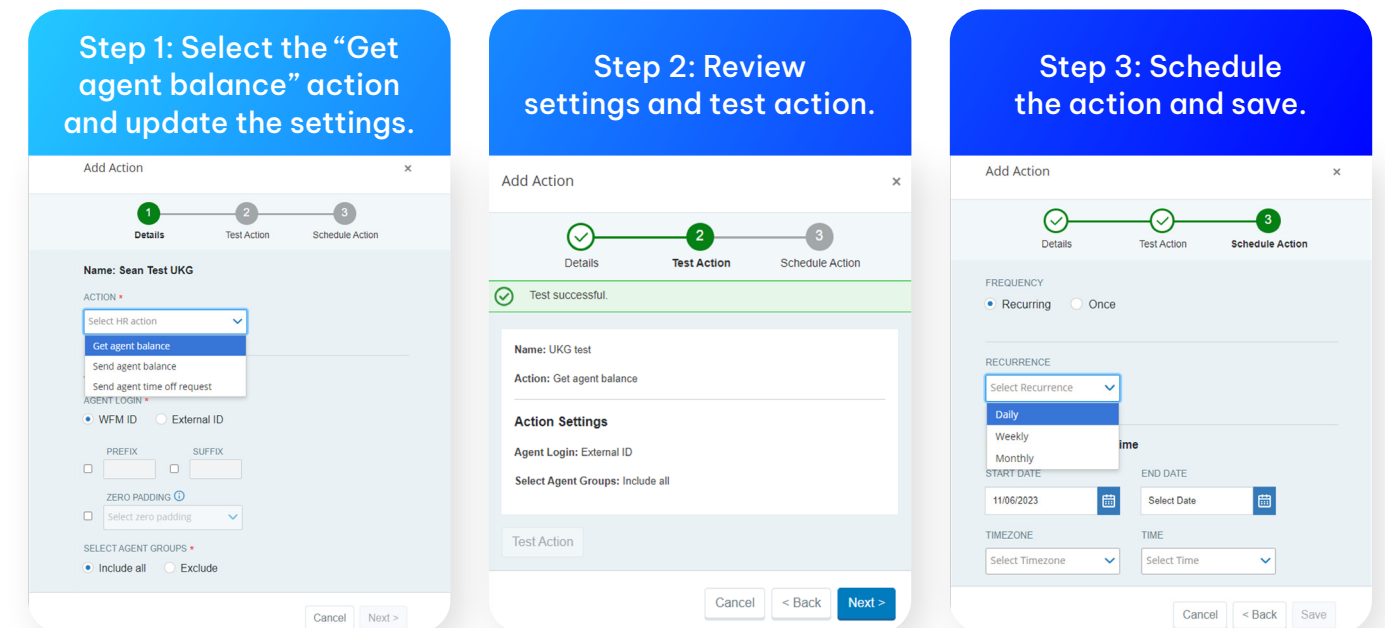
AUTHENTICATION AND CONNECTION SETUP

A one-time connection enables data to flow between the systems. Here's a quick guide to setting it up:



TIME OFF BALANCE

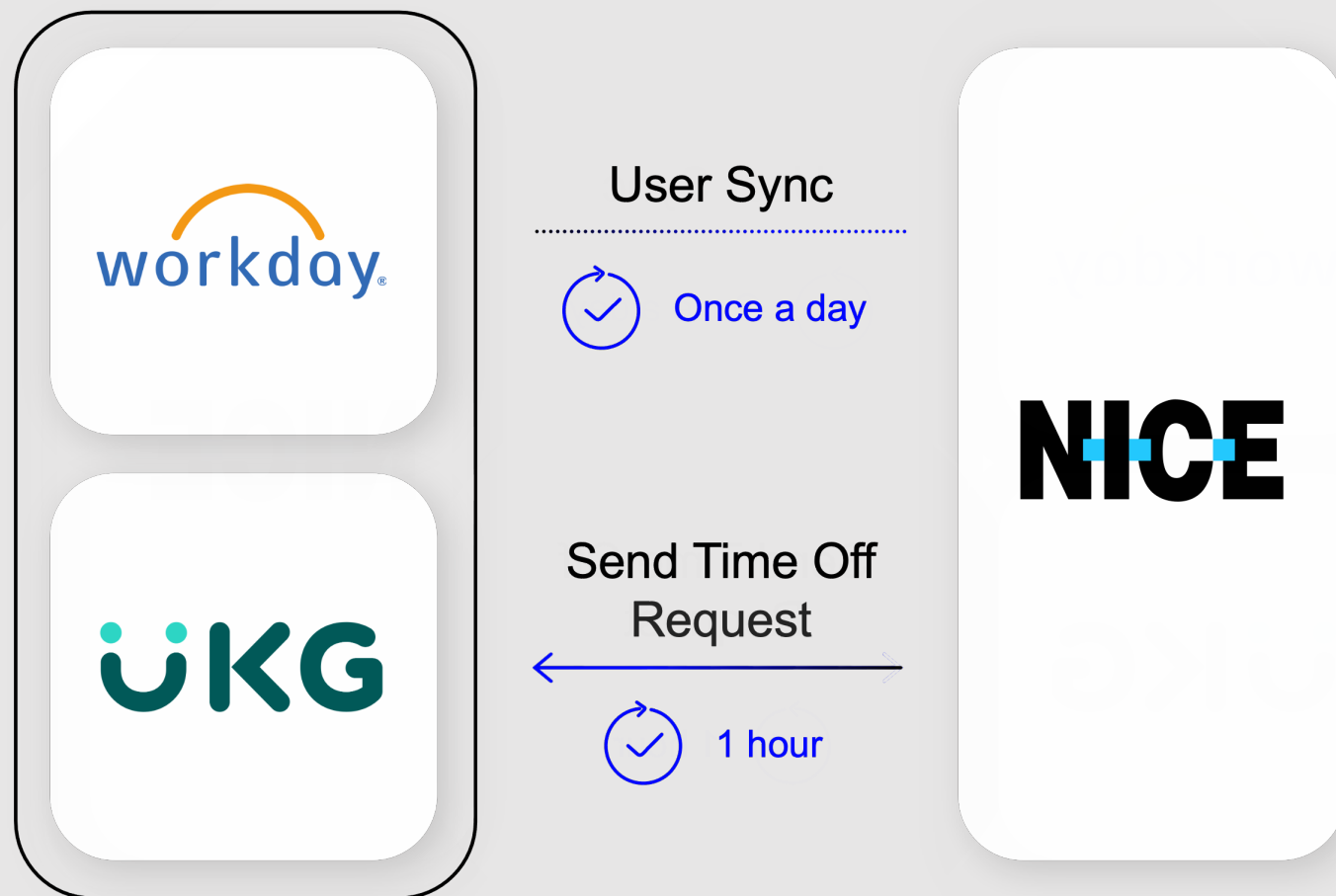
WFM retrieves all agent time off balances from the HR system on a schedule you define. You can set this up in three easy steps:



TIME OFF REQUESTS

NICE WFM can send your HR system with time off requests initiated in WFM via Time Off Manager (TOM) or a schedule change. The solution:

- Includes all agents associated with “Time off group” (unless excluded by the user).
- Runs approximately every hour and updates the HR system with the latest time off requests.
- The data syncs automatically once the user action is defined.



TIME OFF AND HR LEAVE SYNC

The screenshots show the configuration steps for the 'Send agent time off request' action.
Step #1: Select the “Send agent time off requests” action, then update the settings. The interface shows a progress bar with three steps: 1. Details (active), 2. Test Action, and 3. Schedule Action. The 'Name' is 'UKG test'. The 'ACTION' dropdown is set to 'Send agent time off request'. Under 'Action Settings', 'AGENT LOGIN' is set to 'WFM ID'. There are fields for 'PREFIX' and 'SUFFIX', and a 'ZERO PADDING' dropdown set to 'Select zero padding'. At the bottom, 'SELECT AGENT GROUPS' is set to 'Include all'.
Step #2: Review settings and test the action. The interface shows the same settings, but step 1 is completed (marked with a checkmark) and step 2 is active. A 'Test Action' button is visible at the bottom.

Save Time and Money and Reduce Compliance Risk with NICE WFM.

By establishing a direct integration between NICE WFM and your HR management system, your WFM team can focus on WFM, and your operations and payroll teams can focus on their areas of expertise—no data mining required.

