NICE

TRANSFORM WFM FOR THE DIGITAL AGE WITH TRUE TO INTERVAL (TTI)

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.

www.nice.com

TRANSFORM WFM FOR THE DIGITAL AGE WITH TRUE TO INTERVAL (TTI)

Your customers don't always pick up the phone when they want to talk to you. They email, text, chat, or use any number of digital channels available today. These are the preferences of customers now, and they are not changing any time soon.

Digital channels have broken traditional WFM forecasting and scheduling methods in the contact center. To keep up with your customer's expectations for fast, human service, drastic changes to workforce management are needed, and NICE WFM True to Interval (TTI) is designed for your new reality.

The tangible benefits of TTI:

More accurate forecasting of workloads for better scheduling and staffing levels. Traditional phone–based algorithms too often overstaff for today's digital interactions or don't staff specific skilled agents at the right levels.

Enables a blending of front and back office work streams for even more efficient use of human resources.
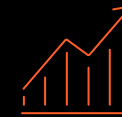
Improved contact center KPIs, including AHT and CSAT, since interactions are handled faster, more efficiently, and human agents are available when needed.

The Pain of Traditional WFM Paradigms in Today's Digital Age

Inaccurate long-range planning

Inefficient schedules

RESULT:
DECREASED **CSAT**
INCREASED **COSTS,**
OR BOTH

Inaccurate staffing requirements in forecasting

Hard to cover both skills and channels needed

The Outdated Assumptions Based On Phone Calls

Continuous, synchronous interactions.	Discrete interactions handled by one employee.
Employees only work on one interaction at a time.	Interactions reside in a single channel.

With these assumptions, traditional WFM solutions calculate workloads according to when the interaction **ended.** And this provided accurate forecasts based on contacts coming in via phone calls.

The New Realities of Our Digital Age

Discontinuous, asynchronous interactions.	Interactions handled by multiple employees.
Employees work on multiple interactions concurrently.	Interactions transfer from one channel to another.

With these new realities of omnichannel customer experiences, new algorithms in workforce management are in order. What's needed is a system to break down interactions into smaller pieces, distributing them among all the WFM planning intervals, in which activity related to the interaction **occurs,** not just when the interaction ends.

Calling (or Texting, or Emailing...) TTI

True to Interval (TTI) accurately accounts for digital interactions to drive more efficient contact center operations.

The new interaction categories of "answered" and "active" make a huge difference in tallying up the actual amount of time an agent spends on an interaction. The "answered" category is used once in a 15-or 30-minute planning interval to show when an agent starts an interaction with a customer (not just assigned). If the interaction is still being worked on by an agent at the end of an interval, it will carry over into the next one and be recorded as "active." This carryover ensures that the agent's engagement is recorded as work performed in the previous and new interval.

On the other hand, in traditional WFM planning when the interaction spans two or more intervals, the work is only recorded when the interaction **ends**—in the last interval. TTI makes sure that agent's hard work doesn't disappear in the intervals when an interaction is handled. Plus, TTI counts an agent's engagement with an interaction down to the minute.

This level of granularity in categorizing interactions and time increments really counts when agents are handling multiple interactions concurrently. Recording at this level of detail ensures that their workloads are accurately captured according to the minute and to the specific interaction. The end result—much more accurate workforce planning.

Traditional WFM paradigms are based on phone calls

"When Contact Ended" (WCE)
- A contact is counted once in the interval in which it ends...even if the contact spanned intervals
- Handle Time is reported only in the interval in which contact ends

Contact Arrives at 9:10 & Completes at 9:40

Interval	Received	Handled	Handle Time	Staff Req
9:00	1	0	0	**0**
9:15	0	0	0	**0**
9:30	0	1	30	**2 people***

*Workload = (1 contact x 30mins) / 15mins in interval = 2 people

9:45 interval   9:00 interval

9:30 interval   9:15 interval

Use when...
- most contacts arrive and complete in the same interval
- intervals are longer than the handle times

Creates staffing problems when...
- handle times are long or intermittent and contacts span intervals
- intervals are shorter than the handle times
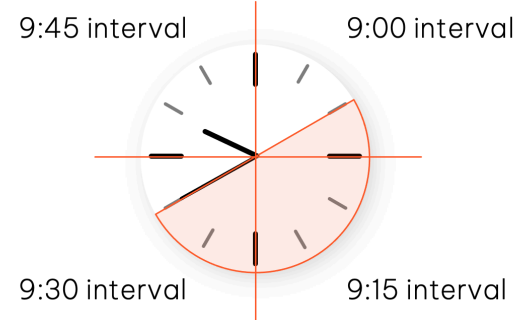
## NICE TTI captures the details of digital interactions

New "Answered & Active True to Interval" (TTI)
- A contact is counted once in the interval in which it is initially answered
  If the contact spans intervals, it is counted again in each subsequent interval where activity occurred
- Handle Time is reported in each interval in which work activity occurs

Contact Arrives at 9:10 & Completes at 9:40

Interval	Received	Answered	Active	Handle Time	Staff Req*
9:00	1	1	0	5	**.33**
9:15	0	0	1	15	**1**
9:30	0	0	1	10	**.67**

9:45 interval   9:00 interval

9:30 interval   9:15 interval

Use when...
- most contacts arrive and complete in the same interval
- intervals are longer than the handle times

Solves staffing problems when...
- handle times are long or intermittent and contacts span intervals
- intervals are shorter than the handle times
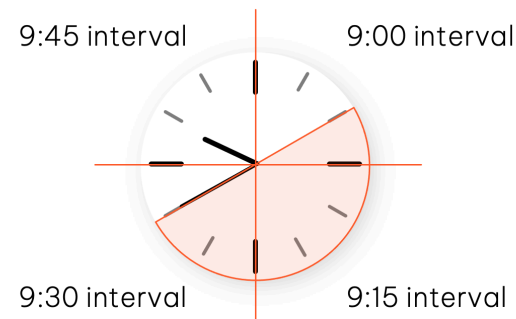
TTI Is the Revolution You Need

Forecasting algorithms that take into account the discontinuous, asynchronous nature of digital interactions makes all the difference in using your precious human resources wisely—and it can boost your CX.

The TTI difference:

TTI reports interval statistics when the interaction activity actually occurs (true to the interval) rather than only when the interaction ends, which could be hours or even days after initially answered.

Accurate interval-specific forecasting of staffing requirements drives optimal staffing—getting the right agents in at the right times—for less overhead and better CX.

Back office deferrable work can also be deconstructed and distributed in the same way, allowing for a blending of the two work streams. This drives more efficient use of contact center resources.

Contact Us to Learn More

Find out more about TTI or set up a time to talk to us.