playvox
by **NICE**

Playvox Workforce Management Capacity Planning

Plan for long-term capacity needs with ease to deliver exceptional customer experience.

Leverage historical data with ease. Plan for absence and shrinkage. Adjust the plan when assumptions change.

Tired of long term forecasting with spreadsheets or complex tools developed in the dark ages?

Playvox Workforce Management Capacity Planner tames the complexity and makes the powerful simple. This is designed for the way customer service and support operates now, and built from the ground up for managing the distributed omnichannel workforce.

With Playvox WFM Capacity Planner you can:

- Generate a capacity plan using historical data and forecast volumes already in the system

- Obtain visibility with absence, shrinkage and attrition thresholds to obtain the best scenario for your business needs

- Leverage a solution that doesn't require outside consulting and/or additional resources

- Have an accurate view of the actual staff available

"More output with the same resources – winning! The Playvox Workforce Management system provides real time global updates across all time zones, so we know exactly what's going on for any given period…

The fact that we are able to pull in the other metrics, such as CSAT and QA, means we have a balanced view on how we are delivering service globally in real time. It blows me away how easy this has all been."
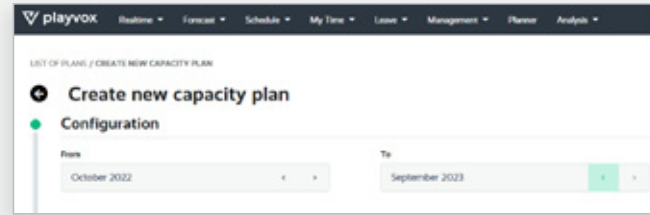
Yvonne Gilmour,
Head of Service Delivery, Afterpay
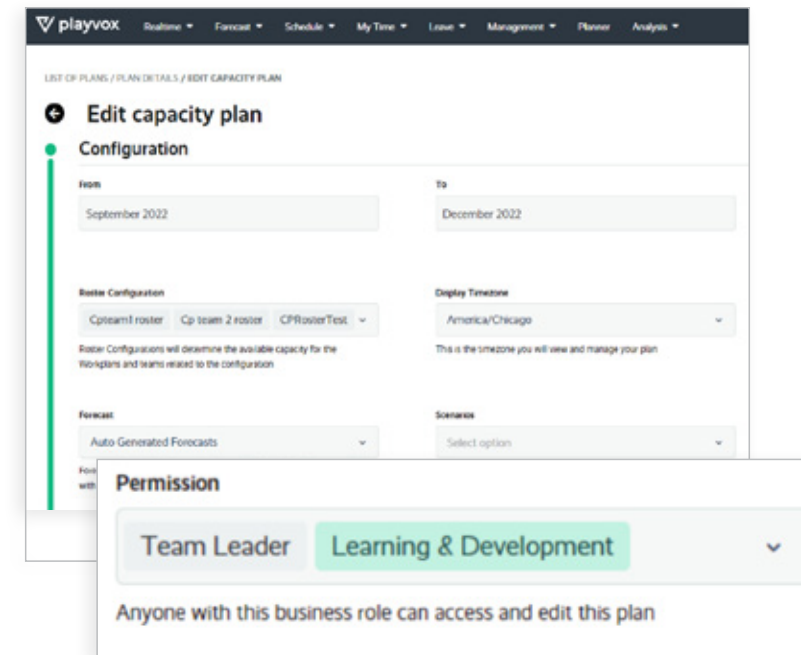
Our Top Awards:

PLAN: CAPACITY PLANNER REVIEWS HISTORICAL DATA AND PROVIDES A LOOK INTO THE FUTURE UP TO 12 MONTHS.

Say good-bye to manual uploads! Playvox WFM Capacity Planner leverages historical data and forecasts already in the system. The information is color coded for easy interpretation, allows for differing scenarios, and the ability to share online or export to CSV, making it easy to collaborate on plans.

EXECUTE: AUTOMATED FORECASTING MELDS HISTORICAL VOLUME AND STAFFING INFORMATION TO CREATE PRECISION FORECASTING.

Playvox WFM Capacity Planner takes into account work rules and forecasts while offering the option to see how fluctuations in shrinkage, planned and unplanned absence will impact your future staffing needs. Playvox also uses summaries, graphical or table information, and color coding for easy interpretation to identify shortages or overages in staffing.

ADAPT: ABILITY TO SHARE TO MULTIPLE BUSINESS ROLES WITHIN THE WFM SUITE FOR COLLABORATION.

Playvox WFM Capacity Planner creates an easy process for planners by leveraging data already in the system including historical data, shift templates, and absence. This makes sharing the plan for collaboration easy by sharing with an assigned business role within the system. This offers the ability to create differing scenarios to better prepare for the future.

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*