

NICE

CXone
Mpower

**NO MORE
ROADBLOCKS:**

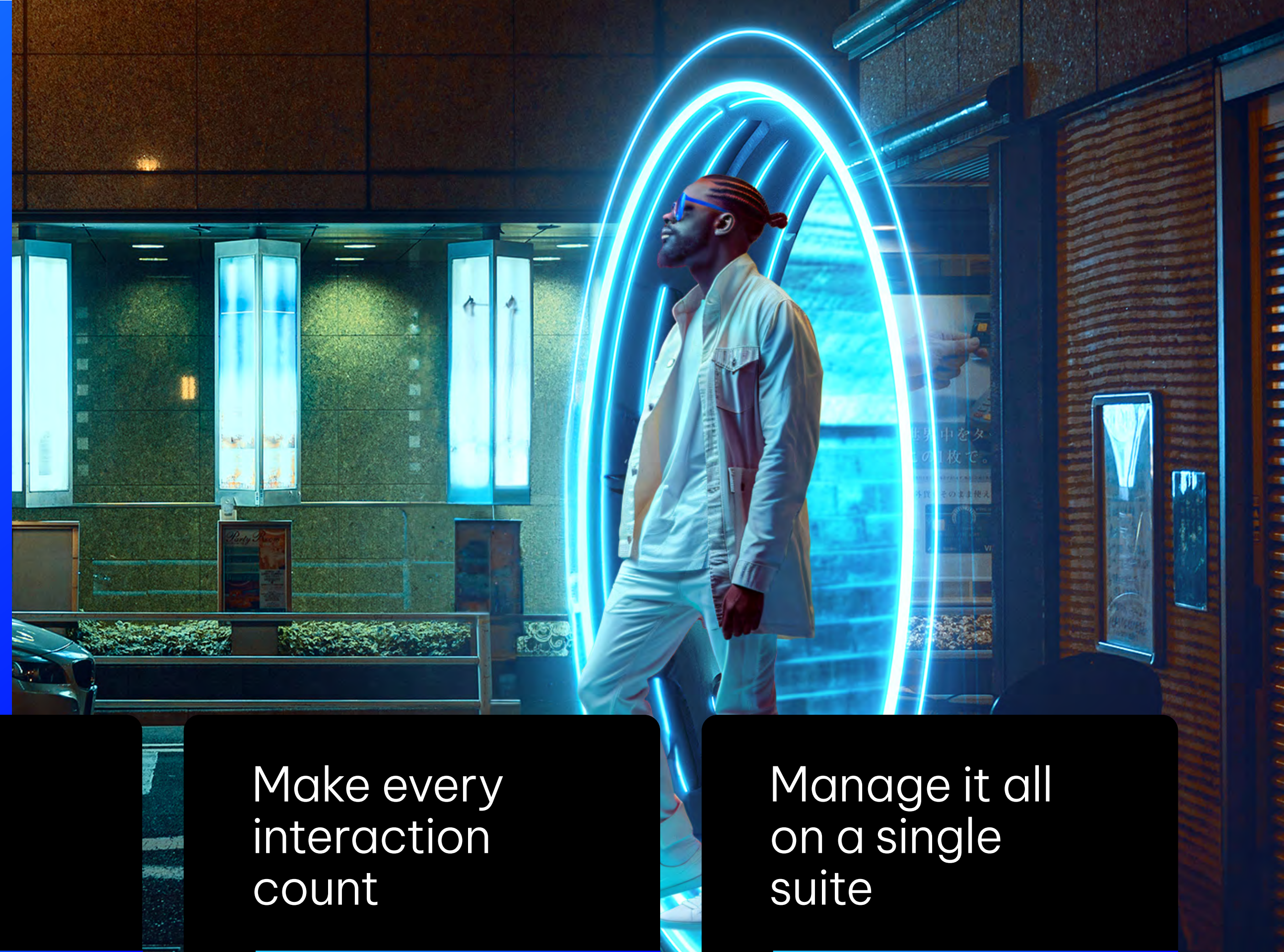
Your Path to CXone
Mpower WEM is
Wide Open!



START YOUR JOURNEY TO DIFFERENTIATED CX

CXone Mpower WEM unleashes the power of a comprehensive suite of applications, infused with AI capabilities and digital solutions, empowering employees to become professional advocates for your organization.

Exceed every customer expectation and every business goal, as CXone Mpower WEM helps turn flexible work environments, complex customer journeys, and rising customer expectations from challenging obstacles, into a competitive advantage.



Plan with precision

Accurately forecast and schedule employees in voice, digital, front and back-office blended environments.

Empower your team

Let your employees take part in building their own schedules, augment with automation, and up their game with consistent and fair quality and performance processes.

Make every interaction count

Gain insights from every interaction, collect and analyze all conversations, and understand customer intents faster, across every channel, so you can personalize coaching, and generate smarter interactions.

Manage it all on a single suite

Efficiently manage your interactions, your teams and KPIs, with dedicated workspaces, and industry-leading WEM solutions.

EVERY WEM APPLICATION, ANY INFRASTRUCTURE, ANY CHANNEL, ANY WORKFLOW

Retain your existing infrastructure

CXone Mpower WEM applications can work on top of any ACD, from recording, through managing the recorded interactions and their quality, to managing workforce schedules and performance.

Comprehensive digital support

The importance of digital channels for customer communications cannot be overstated. However, simply having these channels isn't enough to ensure success. CXone Mpower WEM allows you to optimize workforce management and ensure quality interactions across all digital channels, by enabling you to accurately forecast and schedule asynchronous channels, and manage their unique performance and quality attributes.

Unify management of remote and on-site employees

CXone Mpower WEM applications leverage location-based forecasting and scheduling and deliver a unified experience for managing and empowering employees working on a remote, on-site or hybrid basis. Streamlined quality and dispute processes, together with collaborative evaluations, enable better support of remote employees. Meanwhile, transparent performance procedures with engaging gamification and rewards options motivate a disengaged employees.

Blend front and back office

By considering back-office workstream items and backlogs while optimizing schedules, CXone Mpower WEM offers a unique option to dynamically co-manage employees in a blended front and back-office environment. CXone Mpower WEM can also simultaneously record and manage both front and back-office interactions, on the same solution.



WEM POWERED BY ENLIGHTEN AI

The driving force behind CXone Mpower WEM applications is NICE Enlighten AI—the world’s first and only AI specifically designed for CX. Fully-operationalized, pre-built AI models leverage GPT and LLMs to generate efficiencies and insights throughout the quality and performance management lifecycle, enabling CXone Mpower QM to analyze soft skills and behaviors to ensure top-tier quality management; CXone Mpower WFM to generate precise forecasts with best-pick models; and CXone Mpower PM to analyze desktop activities, identify opportunities for improvement, and automate processes to optimize performance.

PAVING THE WAY TO A COMPLETE CX PLATFORM

Starting your journey with CXone Mpower WEM lays the foundation for the full-featured, market-leading CXone platform. Even if your organization isn’t ready for a complete transition today, adopting WEM applications from the CXone cloud is a strategic first step and a good investment for the long run. When the time comes for a full transition, the shift to a full CCaaS operation will be fast, seamless, and straightforward.

CXone Mpower WEM PACKAGE

Limited \$50 per license special promotion

Recording

Effortlessly capture and store any interaction, voice and digital, ensuring compliance and enhancing customer service quality.

Screen Recording

Record screen activities to gain insights into agent performance and identify areas for improvement, and to ensure compliance.

Quality Management (QM)

Monitor and evaluate interactions to maintain high service standards and boost agent performance.

Workforce Management Advanced (WFM Advanced)

Optimize workforce scheduling, forecasting and planning, to ensure operational efficiency. **CXone WFM can connect straight to your existing ACD/ telephony solution, making all features available, wherever your infrastructure lies.**

Performance Management (PM)

Drive performance improvements with analytics, personalized dashboards, and actionable insights. Empower learning through gamification and rewards.

Supervisor Workspace

Gain visibility and control over agent performance and operational metrics. Empower agents through efficient monitoring and coaching that leads to optimized performance.

TAKE YOUR FIRST STEP

Contact us to learn more about how we can tailor your path to CXone Mpower WEM and the best possible CX.



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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