



CXone Mpower Workforce Management

Improve the Accuracy of Your Forecasting, Scheduling, and Intraday Management with CXone WFM.

CXone WFM empowers contact center leaders and WFM teams to manage labor costs efficiently while maintaining the desired level of customer service with powerful AI-patented forecasting and machine learning technology with event discrete simulation to ensure staffing levels are just right. A user-friendly interface allows workforce managers to adjust schedules and monitor performance easily.

NICE CXone WFM offers a comprehensive suite of solutions tailored to meet the diverse needs of today's contact centers. The cloud-based CXone WFM, which is natively integrated with CXone Omnichannel Routing (OCR), provides a full suite experience and takes advantage of the power of modern software solutions and user experience trends. Powerful AI-driven forecasting is coupled with machine learning in a patented closed-loop optimization process with simulation—capabilities specifically designed for contact centers requiring multi-skilled agents capable of multi-session interaction handling in the digital era.

ACCURATELY FORECAST ACROSS ALL CHANNELS

CXone WFM enables contact centers to predict trends and volumes, enabling workforce managers to determine proper staffing requirements.

- **Forecasting with algorithms.** CXone WFM uses multiple models to calculate forecasts using historical data; each model is a time-series algorithm that calculates the forecast differently. Algorithms include time-series analysis, Box-Jenkins ARIMA, Exponential Smoothing, Curve Fitting, additive and multiplicative triple exponential Smoothing, and AI-Best Pick or Auto-Select. The solution continues to integrate new algorithms and techniques to improve forecasting accuracy and adapt to changing business needs.
- **Insight into the true number of resources required by channel.** CXone WFM patented True-to-Interval (TTI) technology considers the unique challenges of digital channels for transformative forecasting and planning. TTI provides a more realistic picture of what's happening and is particularly valuable when dealing with digital-first omnichannel (DFO) channels that involve various ways of reaching out to customers—like chat, email, or social media. With TTI, you have a better handle on how your team is handling these long-duration types of interactions.

- **Scenario planning.** CXone WFM allows users to create and evaluate different scenarios, for example, a new product or competitor launch, a recession, a marketing campaign or special promotion, or anticipated spikes in call volumes. CXone WFM then uses the scenario information to generate forecasts for each scenario so you can develop a plan to mitigate risks and take advantage of opportunities.
- **Intraday forecasting:** CXone WFM uses AI to analyze historical data and current trends. By identifying patterns and trends in customer demand, CXone WFM generates accurate and up-to-date forecasts.

CRAFTING OPTIMAL AGENT SCHEDULES

CXone WFM achieves a delicate balance in scheduling by using work rules, intelligent scheduling engines, and AI algorithms that not only ensure that staffing requirements are met but also pave the way for efficient, cost-effective, and digitally integrated contact center operations.

BENEFITS

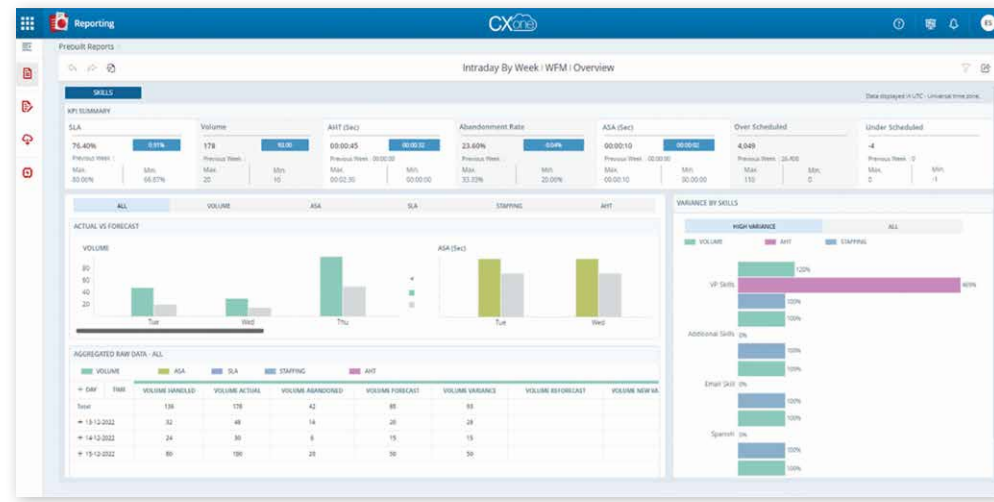
- Advanced mathematical and statistical techniques to assist contact centers forecast with greater sophistication
- The ability for WFM systems to have a greater degree of categorization for channels is foundational for businesses to thrive in the digital world. TTI solves problems of planning for both asynchronous interactions and long synchronous work items
- Machine Learning addresses the issue of ever-changing dynamic interrelationships and can generate, and process contact arrivals according to operating parameters
- The ability for employees to interact with schedules anytime, anywhere

- **Defining work rules.** CXone WFM provides the optimal set of rules to be defined by a manager—they're neither overly simplistic, which would create too many rules, nor overly intricate, which would create challenges for the manager. This gives managers a great degree of flexibility when defining work rules, which are then used by WFM's intelligent scheduling engine to map the staffing requirements and strike the right balance.
- **Creating optimal schedules:** When schedules do not meet staffing requirements, it results in one of two things:
 - **Understaffing:** When the number of agents scheduled is less than the staffing requirements, agents get burned out and abandon customer calls, which can negatively impact contact center performance.
 - **Overstaffing:** When the number of agents scheduled is greater than the staffing requirements, contact center costs increase.
- **Optimizing changes:** CXone WFM's advanced algorithms regularly optimize the schedules to ensure that the contact center is always adequately staffed.

KEY FEATURES

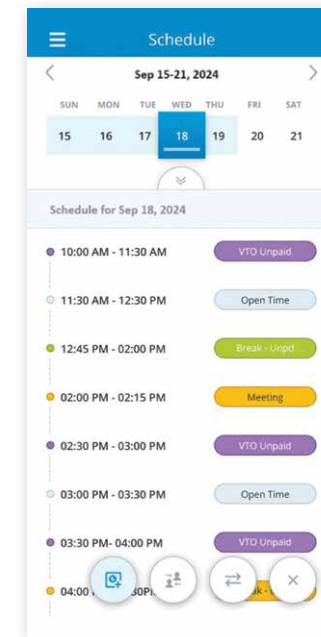
- AI Forecasting
- Digital Channel Management (DCM) with True-to-Interval (TTI)
- Machine Learning Scheduling
- Discrete Event Simulation
- Mobile App with Self-Service
- Prebuilt, interactive business intelligence (BI) reports and unified dashboard
- Long Term Planning with Enhanced Strategic Planner

Intraday Report



Intuitive Workforce Management Intraday report enables you to compare actual data with the forecasted data so you can spot areas where you can plan better.

Engagement Manager



Easy-to-use agent mobile app allows agents to access and update their schedules anytime and anywhere for more flexibility and a better work-life balance.

MANAGING CHANGE AND INTRADAY OPERATIONS

CXone WFM offers just the right amount of functionality to address the challenges of intraday management—without adding to the administrative burden—to help your growing business optimize performance as you scale.

- **Monitoring tools for real-time insights:** CXone WFM provides dashboard-style reporting for real-time adherence, intraday management, adherence and conformance. CXone WFM does the heavy lifting of aggregating, analyzing, and centralizing data so teams can spend less time determining their adherence and agent activity and more time making critical decisions about the effects of those metrics.
- **Intraday Manager for real-time visibility:** CXone WFM's Intraday Manager offers a visualized view into issues, for example, high variances and severity levels, such as variances with forecasts for AHT, volume, and open states for agents.
- **Automated approval rules:** CXone WFM simplifies change management with automated approval rules for agent requests. You can empower employees to manage their schedules while

ensuring that business needs are met—without burdening your workforce management team with manual schedule approvals.

- **AI-powered lunch and break optimization:** CXone WFM harnesses AI to tackle one of the most challenging aspects of scheduling—lunch and break optimization. You can balance staff levels, optimize based on agent skills, and identify areas for improvement, all in an intuitive, user-friendly interface.

ELEVATING THE AGENT EXPERIENCE

CXone WFM allows the contact center to strike a balance between being too rigid and too flexible in scheduling. Agents need some level of flexibility to accommodate personal needs while still meeting business requirements and customer service demands.

- **Schedule Requests.** Agents can request time off for full or partial days; these requests can be automatically approved or sent to a manager for approval. Agents have the flexibility to add, remove, or edit activities on their schedule, with requests sent to their manager. Agents can request and view the status of their PTO, shift trades, break edits, or extra hours.

- **Self-Service.** By increasing autonomy, self-service features boost agent satisfaction and reduce administrative burdens with extra hours, time off, self-swaps, and shift trades.
- **Notifications.** Agents can stay updated with mobile and app notifications for multiple event types:
 - Extra hours
 - Updates made to their schedule, like changes to break or lunch times
 - The status of approved or declined schedule requests
 - Request and approval status for trades
 - Notifications that a shift bid is open

CXone WFM gives agents a voice in the scheduling process with shift preferences and shift bidding.

Whether it's harnessing the power of AI-driven forecasting, empowering agents with self-service capabilities, or seamlessly managing change and intraday operations, CXone WFM provides the tools and functionalities needed to navigate the complexities of modern contact center operations with ease.

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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