

WEM: A Strategic, Adaptable Imperative for CX Success

TODAY'S CONTACT CENTER LEADERS SEE THE VALUE OF STRATEGIC WEM

Workforce Engagement Management (WEM) solutions are critical in improving both the customer and the employee experience. In a contact center, addressing WEM strategically enables the organization to deploy tools and processes that improve agent satisfaction, performance and overall workforce management and with it, the customer experience they deliver.



HOW DO ENTERPRISE-LEVEL ORGANIZATIONS APPROACH WEM IMPLEMENTATION?

NEW DATA FROM NICE AND CMSWire TELLS THE STORY.



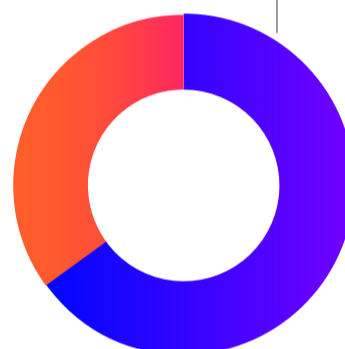

IMPROVING AGENT SATISFACTION - A TOP CONSIDERATION.



99% of organizations with **OVER 50** contact center agents **PRIORITIZE WEM.**



65% are **ACTIVELY USING AT LEAST 1 WEM** solution embedded in their CCaaS platform.

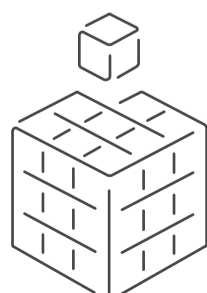


Contact centers with more than 1,000 agents are **1.72 TIMES MORE LIKELY** than organizations with fewer than 50 agents to identify **SCALABILITY AND FLEXIBILITY** as a top expected outcome from their WEM solutions.

Large contact centers (those with more than 50 agents) are **1.6 TIMES MORE LIKELY** than smaller contact centers to have fully or **MOSTLY AUTOMATED WEM** solutions.



96% of organizations with over 200 agents take into account **INITIAL INTEGRATION WITH LEGACY SYSTEMS** when moving to full CCaaS with WEM solutions.



Organizations with more than 1,000 agents are **2 TIMES MORE LIKELY** than organizations with fewer than 50 agents to list **AGENT EXPERIENCE** as a **TOP FACTOR** for adopting WEM solutions.