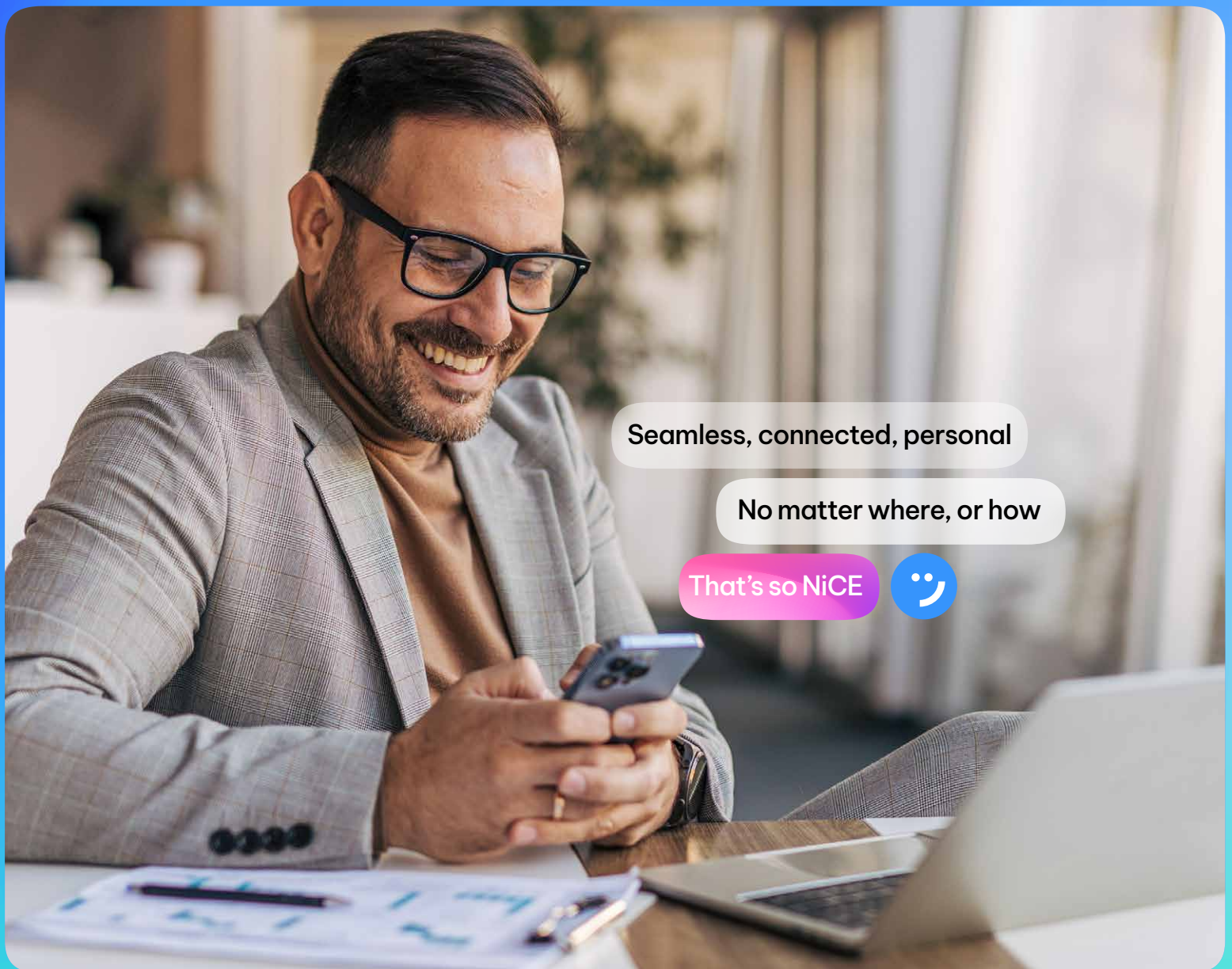


NiCE

HR direct integration for NiCE IEX WFM



Seamless, connected, personal

No matter where, or how

That's so NiCE



Connect WFM, HR, and payroll systems to **save time and money** and reduce compliance risk

Connecting your payroll/HR solution with your workforce management (WFM) software is critical to effectively managing and growing your contact center workforce. Without data integration, your contact center is forced to manage higher rates of inaccurate time tracking, including time theft and incorrect employee payments. You might also face higher labor costs, since each separate solution needs its own administrator to handle things like onboarding, offboarding, and managing agent profiles. There's also greater compliance risk if an audit uncovers discrepancies in data between disparate systems.

NiCE WFM offers direct integration to two of the most popular: Ultimate Kronos Group (UKG) Ready suite and Workday. An intuitive user interface allows you to easily configure a direct connection between these HR systems and NiCE WFM. Once the systems are integrated, agents' time off balance and time off requests will automatically sync between your HR system and NiCE WFM, and an audit trail allows you to track data flows over the last 30 days. This seamless integration resolves any time off gaps between the two systems by allowing for a seamless data exchange—no additional administrative licenses required.



By integrating NiCE WFM with your HR management system, you can realize a wide range of benefits:



Save time and money



Reduce manual work



Improve data management



Reduce compliance risk



Increase productivity



Improve business outcomes



Reduce errors



No impact to the time off manager screen



With NiCE WFM, integration with HR and payroll systems is fast and easy.



Initial setup

Integration is quick—the initial sync takes just a few minutes.

- Authentication** Establish a one-time connection between the HR system and WFM.
- User sync** Ensure that agents are valid across both systems.



Authentication and connection setup

A one-time connection enables data to flow between the systems. Here’s a quick guide to setting it up:

Set connection to UKG system

Add HR System

HR SYSTEM *
UKG

HOSTNAME *

NAME *

UKG Details
The authentication must pass to save the HR system.

ACCOUNT USERNAME *

PASSWORD *

API KEY *

COMPANY *

CID *

Authenticate

Cancel Save

Set connection to Workday system

Add HR System

HR SYSTEM *
Workday

HOSTNAME *

NAME *

Workday Details
The authentication must pass to save the HR system.

ACCOUNT USERNAME *

PASSWORD *

API KEY *

COMPANY *

CID *

Authenticate

Cancel Save

Test authentication before saving

Add HR System

HR SYSTEM *
UKG

HOSTNAME *
http://10.128.144.118:9980

NAME *
UKG HR system

UKG Details
The authentication must pass to save the HR system.

ACCOUNT USERNAME *
TEMPNICEAPI

PASSWORD *

API KEY *
e5n7xb8bd95ceuno11wv240sz8xo6py6

COMPANY *
6118587

CID *
236359

Authenticate

Cancel Save

Time off balance

WFM retrieves all agent time off balances from the HR system on a schedule you define. You can set this up in three easy steps:

Step #1:
Select the “get agent balance” action, update the settings

Add Action

1
Details

2
Test Action

3
Schedule Action

Name: Sean Test UKG

ACTION *
Select HR action
Get agent balance
Send agent balance
Send agent time off request
AGENT LOGIN *
WFM ID External ID
PREFIX SUFFIX
ZERO PADDING
Select zero padding
SELECT AGENT GROUPS *
Include all Exclude

Cancel Next >

Step #2:
Review setting and test action

Add Action

1
Details

2
Test Action

3
Schedule Action

Test successful.

Name: UKG test

Action: Get agent balance

Action Settings
Agent Login: External ID
Select Agent Groups: Include all

Test Action

Cancel < Back Next >

Step #3:
Schedule the action and save

Add Action

1
Details

2
Test Action

3
Schedule Action

FREQUENCY
Recurring Once

RECURRENCE
Select Recurrence
Daily Weekly Monthly
START DATE
11/06/2023
END DATE
Select Date
TIMEZONE
Select Timezone
TIME
Select Time

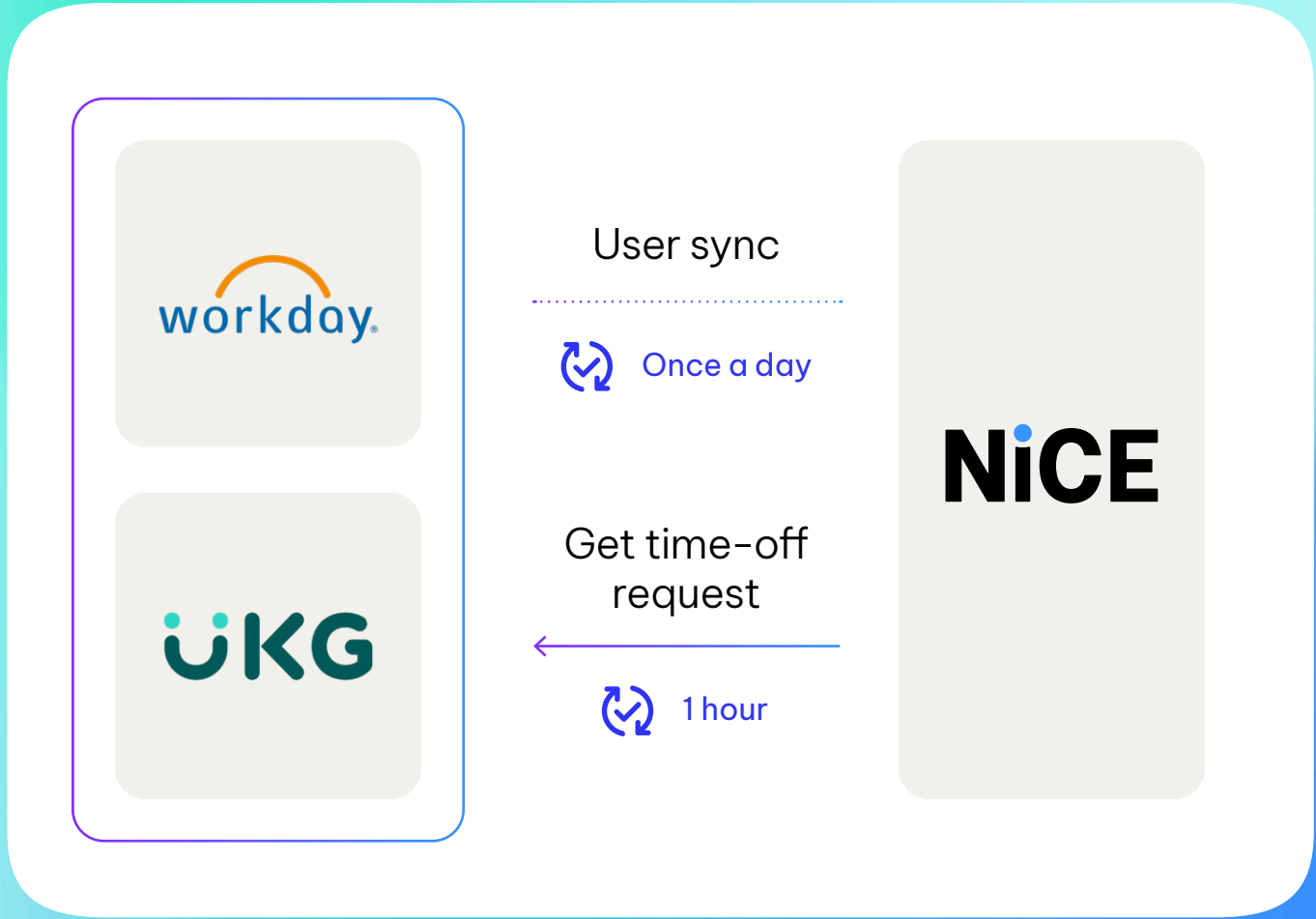
Cancel < Back Save

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Time off requests

NiCE WFM can send your HR system time off requests initiated in WFM via Time Off Manager (TOM) or a schedule change. The solution:

- Includes all agents associated with a time off group (unless excluded by the user).
- Runs approximately every hour and updates the HR system with the latest time off requests.
- The data syncs automatically once the user action is defined.



Time off and HR leave sync

Step #1:
Select the “Send agents time off requests”
action, then update the settings.

Add Action

1

2

3

Details

Test Action

Schedule Action

Name: UKG test

ACTION *
Send agent time off request

Action Settings
AGENT LOGIN *
☒ WFM ID ☐ External ID
PREFIX SUFFIX
ZERO PADDING ⓘ
☐ Select zero padding
SELECT AGENT GROUPS *
☒ Include all ☐ Exclude

Cancel

Next >

Step #2:
Review settings and test the action.

Add Action

✓

2

3

Details

Test Action

Schedule Action

Name: UKG test

Action: Send agent time off request

Action Settings
Agent Login: WFM ID
Select Agent Groups: Include all

Test Action

Cancel

< Back

Save

Save time and money
and reduce compliance
risk with NiCE WFM.

By establishing a direct integration between NiCE WFM and your HR management system, your WFM team can focus on WFM, and your operations and payroll teams can focus on their areas of expertise—no data mining required.

A graphic illustration in the bottom right corner featuring a blue headset, a blue calendar icon with a white checkmark, and a green circular icon with a white dollar sign.

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About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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