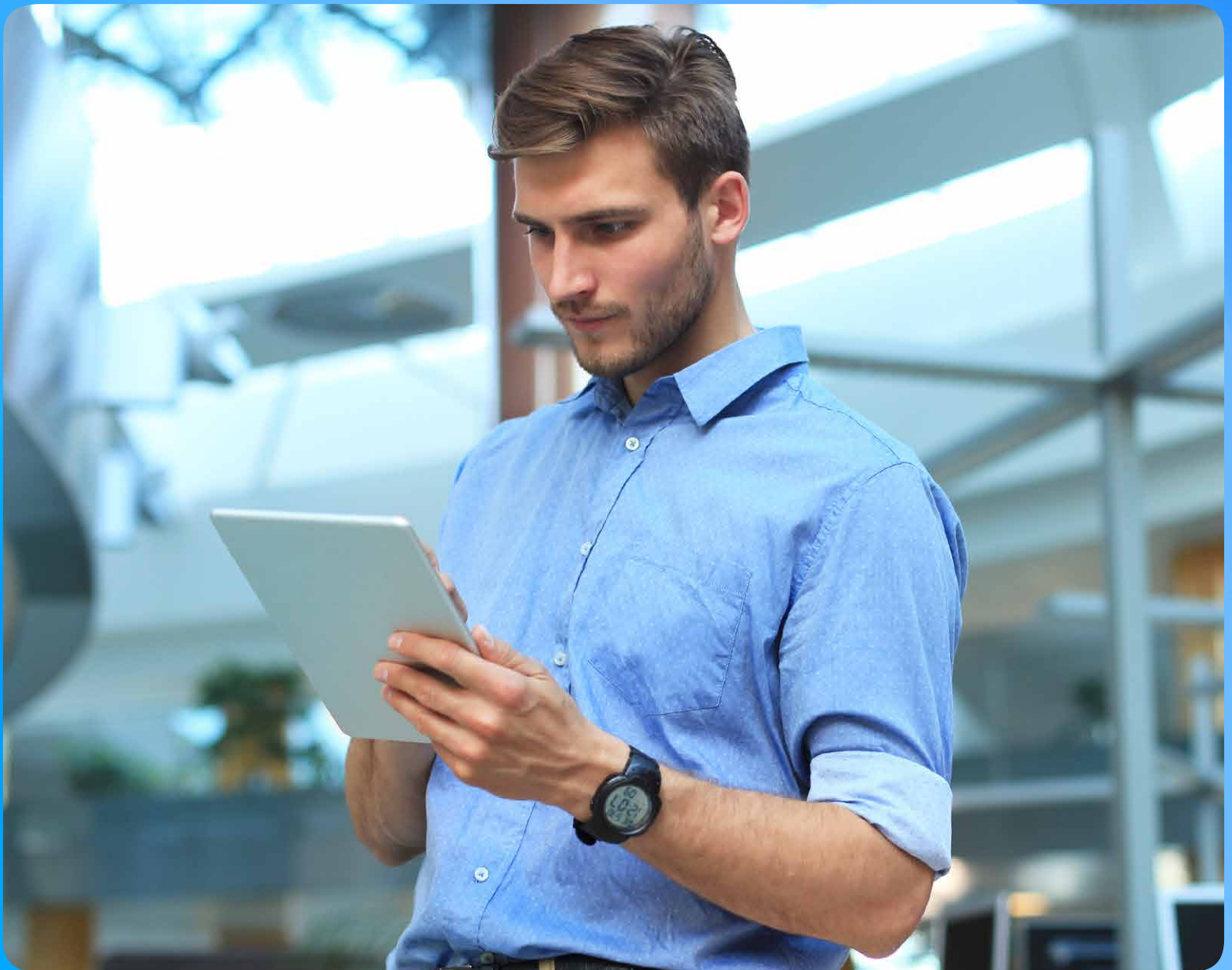


Brochure

**NiCE CXone**

# **CXone ACD to NiCE Workforce Management (IEX) digital integration**



# CXone ACD to NiCE Workforce Management (IEX) digital integration

## Leading the way through the paradigm shift

CXone ACD and NiCE Workforce Management (IEX) are enhancing the integration for the full Digital Experience Platform. This integration presents a fundamental shift in how statistics are reporting and being consumed by WFM. The CXone ACD is leading the way and is the first sending system to offer the complete picture based on this new paradigm. This new enhanced Integration (interval and real-time) includes two main items:



Inclusion of Digital Channel statistics and awareness



Enhanced interval statistic paradigm Answered / Active True to the Interval (AATTI)

### CXone ACD integration: WCE (old) compared to AATTI (new)

CXone ACD to WFM Data Items	How data reported to an interval	
	When Contact Ended	Answered / Active True to Interval
<b>Contacts Received</b>	Contacts InQueue (email channel only)	Contacts InQueue (All channels)
<b>Contacts Handled</b>		
• Before Service Level	Completing Interval	Answering Interval
• After Service Level	Completing Interval	Answering Interval
<b>Contacts Abandoned</b>		
• Short	Abandoning Interval	Abandoning Interval
• Long	Abandoning Interval	Abandoning Interval
<b>Handle Time</b>	100% in completing interval	Capturing in the interval in which time occurred

CXone ACD to WFM Data Items	How data reported to an interval	
	When Contact Ended	Answered / Active True to Interval
<b>Contacts Abandoned</b>		
• Hold Time	100% in completing interval	Capturing in the interval in which time occurred
• Work Time	100% in completing interval	Capturing in the interval in which time occurred
• Queue Delay Time	In Queue Time, assigned in completing interval	In Queue Time, assigned in Answering interval
• Service Level Percent	% handled before SL Objective—in completing interval	% handled before SL Objective—in Answering interval
• Backlog Not Expired	Yes, email work only. Work in queue yet to be worked (NOT exceeded SL)	Yes, ALL Channels. Work in queue yet to be worked (NOT exceeded SL)
• Backlog Expired	Yes, email work only. Work in queue yet to be worked (exceeded SL)	Yes, ALL Channels. Work in queue yet to be worked (NOT exceeded SL)

#### BENEFITS

- Effectively solves problems of planning for Omni-Session Handling and Asynchronos handling
- Enables Workforce Management (IEX) to improve forecasting, planning and scheduling accuracy across all channels
- Improves blended contact center operational efficiency
- Content using unified stream (ACD and Digital Awareness)
- Enables WFM to identify real-time state (all channels) for complete adherence metrics
- Improves staffing requirements and enhances simulation for digital channels to improve scheduled open values

#### KEY FEATURES

- Enhanced Digital Interval Integration— Answered Active True to Interval Paradigm
- Includes Digital Channel statistics (Voice and 30 + Digital Channels)
- Updated Real-Time Integration fo Digital Awareness
- Enablement of the Workforce Management (IEX) Digital Channel Management (DCM) Feature

Seamless, connected, personal



That's NiCE!

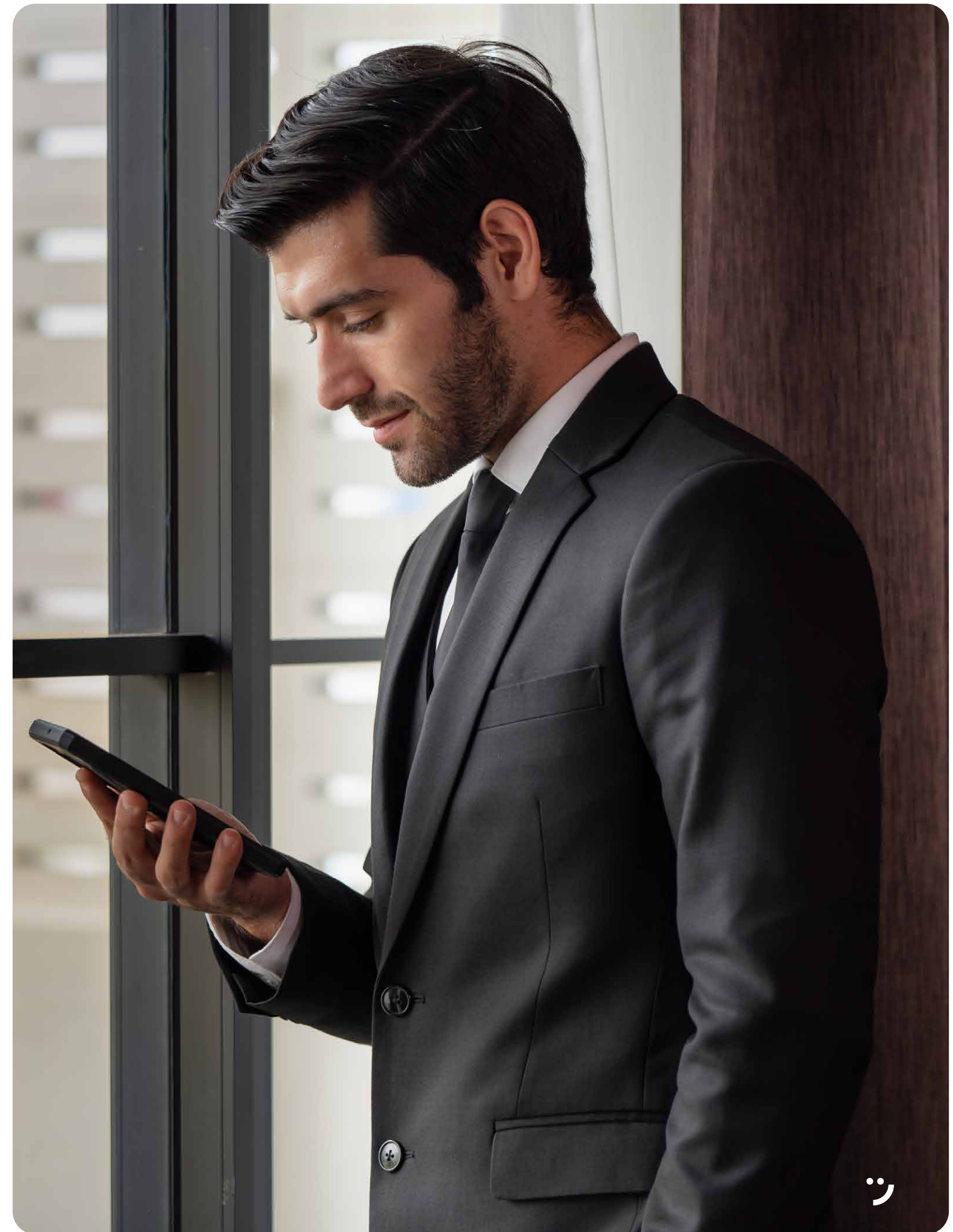


## WFM Integration consumption and use by Workforce Management (IEX) version

	Workforce Management (IEX) 7.4.x and above	Workforce Management (IEX) 8.0
<b>CXone ACD Digital Interval Integration <sup>1</sup></b>		
Paradigm	True to Interval	True to Interval
Channels	ACD Digital	ACD Digital
Contact Volume Data	Answered volume	Answered volume Active volume <sup>2</sup>
<b>CXone ACD Real-time Integration</b>		
	ACD agent states <sup>3</sup>	Unified agent states <sup>3</sup>
<b>Workforce Management (IEX) Forecast Capabilities</b>		
Legacy (Forecast Received)	ACD CTs Digital CTs	ACD CTs Digital CTs
Activity-based (Forecast Received & Forecast Active)		ACD CTs Digital CTs
<b>Notes:</b>	<b>Summary:</b>	
<ol style="list-style-type: none"> <li>Does <b>not</b> require Digital Channel Management features. If customer has Workforce Management (IEX), Digital Channel Management Channel Interrupt Priorities can be used if desired</li> <li>Active volume is not used in WFM until Workforce Management (IEX) 8.0</li> <li>Currently CXone ACD real-time state 'ACD aware only'.</li> </ol>	<ul style="list-style-type: none"> <li>Upon GA release of Digital Integration, all Workforce Management (IEX) versions will be able to forecast, plan &amp; schedule for ALL channels (Voice &amp; digital).</li> <li>Upon GA release of Digital Integration and based on stack deployment, Real-Time Stream updated to present data from the Unified Stream.</li> <li>Workforce Management (IEX) 8.0 introduced the ability to forecast and schedule with new activity-based algorithms</li> </ul>	

No matter where, or how

That's so NiCE





## 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.

[nice.com](https://nice.com)

Contact us

**NiCE**