

# NiCE Workforce Management

Better forecasting, scheduling, and intraday management. That's NiCE.

NiCE Workforce Management (formerly CXone Mpower Workforce Management) helps you control staffing costs while still providing great customer service. Say goodbye to over- or understaffing. Instead, get the right number of agents (in the right place at the right time) with powerful AI-patented forecasting and machine learning with event discrete simulation. Plus, it's easy to use, so you can adjust schedules and monitor performance without the hassle.



NiCE Workforce Management, part of the NiCE CXone platform, is tailored to meet the diverse needs of today's contact centers. Cloud-based and natively integrated with Omnichannel Routing, WFM 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 and patented closed-loop optimization process with simulation—capabilities specifically designed for contact centers requiring multiskilled agents capable of multi-session interaction handling in the digital era.

## Produce accurate forecasts—on every channel

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

- **Forecasting with algorithms.** 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.** 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.

### 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

- **Scenario planning.** 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. 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:** WFM uses AI to analyze historical data and current trends. By identifying patterns and trends in customer demand, WFM generates accurate and up-to-date forecasts.

### Key features

- AI Forecasting
- Digital Channel Management (DCM) with True-to-Interval (TTI)
- Machine Learning Scheduling
- Discrete Event Simulation
- Mobile app with time off self-service and shift bidding
- Prebuilt, interactive business intelligence (BI) reports and unified dashboard
- Long Term Planning with NiCE Enhanced Strategic Planner
- AI-driven Cognitive Load Scheduling Optimizer
- Copilot for Workforce Managers



## Create schedules agents (and leaders) love

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.

- **Defining work rules.** 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:** WFM's advanced algorithms regularly optimize the schedules to ensure that the contact center is always adequately staffed.

- **Preventing burnout:** The Cognitive Load Scheduling Optimizer (CLO) balances mental workload across shifts by analyzing interaction complexity, multi-channel concurrency, and task intensity. CLO and AI optimize schedules to prevent burnout, improve focus, and sustain peak agent performance, without sacrificing service levels.

## Manage change throughout the day

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:** WFM provides dashboard-style reporting for real-time adherence, intraday management, adherence and conformance. 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:** 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:** 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:** 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.
- **Copilot for Workforce Managers:** WFM provides an AI-powered assistant that helps workforce managers view agent schedule details and summaries, compare planned with actual activity, and make changes using natural language, reducing time spent on manual tasks and accelerating decision-making.

## Give agents more voice and choice

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

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, WFM provides the tools and functionalities needed to navigate the complexities of modern contact center operations with ease.

- **Mobile Shift Bidding.** Agents can bid on preferred shifts directly from the WFM agent mobile app. Shifts are awarded based on priority rules such as rank, seniority, and submission time, giving agents more control while maintaining fairness and operational integrity.

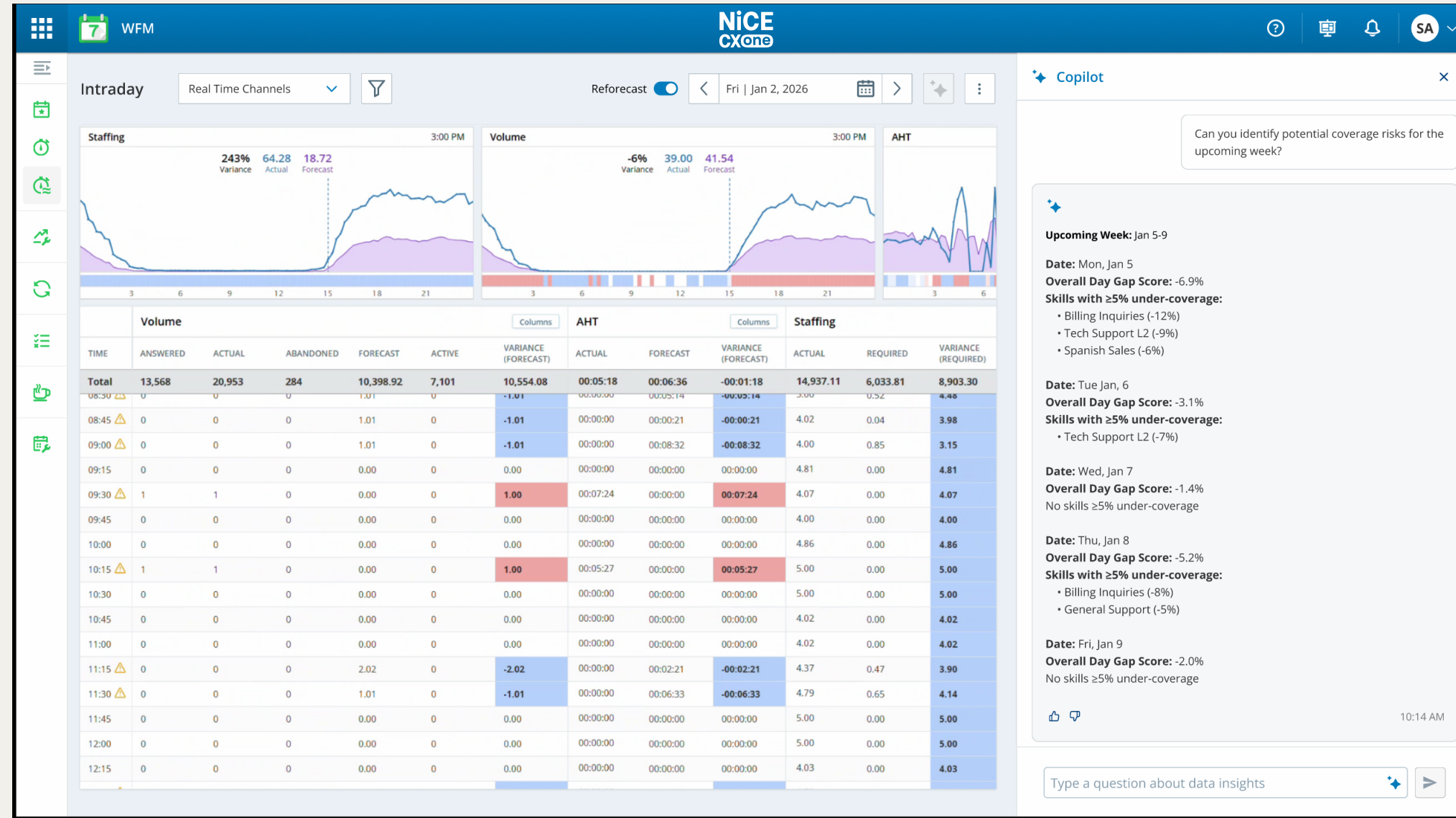


## NiCE Workforce Management provides

Copilot for Workforce Managers which empowers managers by delivering instant schedule insights and natural language updates to speed decisions and reduce manual work.

Additionally, the 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.

## AI-powered copilot



# 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.

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Contact us

Accessible,

self-service scheduling

on the go

That's... NiCE

## Agent mobile app

