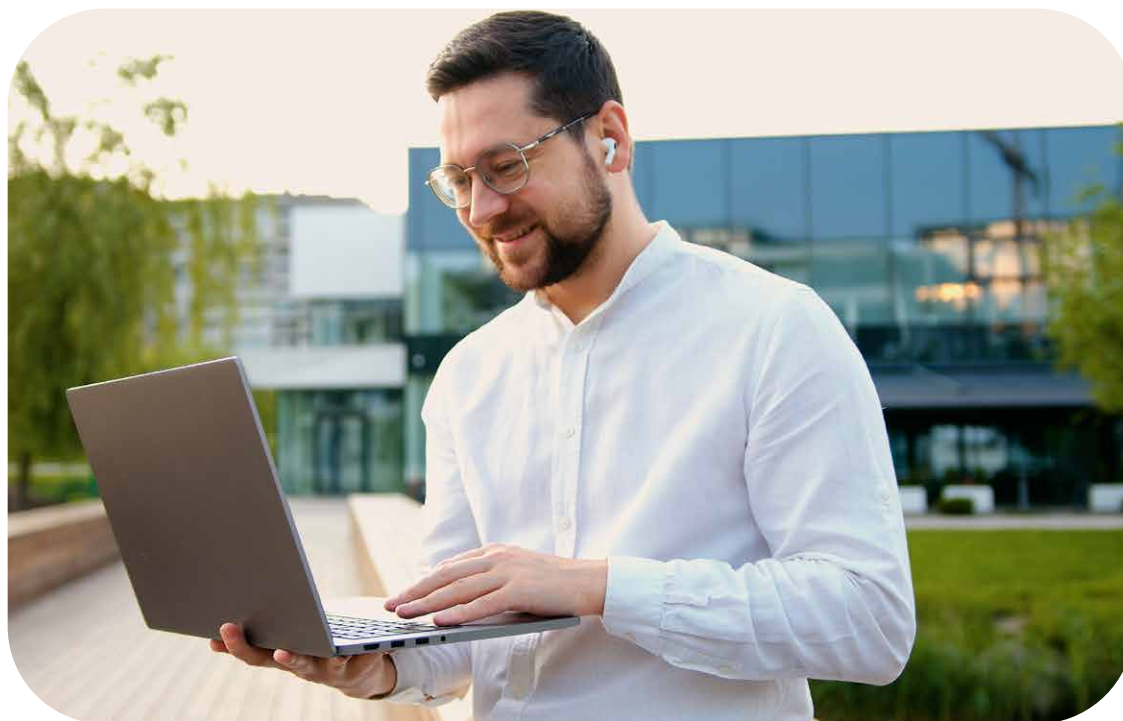


NiCE Employee Engagement Manager (EEM)

Intelligent automation with agent agility.

NiCE Employee Engagement Manager (EEM) is the add-on product to NiCE Workforce Management (IEX) that automates schedules after they're released, which means accuracy for the business and agility for the agent. EEM continuously analyzes net staffing, automatically resolves overstaffing and understaffing, and gives agents the visibility and self-service tools to manage their own schedules – turning workforce managers from firefighters into strategists.



NiCE

Key features

- AI & Intelligent Intraday Automation™
- Automated staff management for overtime and extended shifts
- Adaptive Events for breaks and lunch
- AI-powered business rules and Rule Insights dashboard
- Push offers (targeted and proactive)
- Shift Currency (gamified scheduling)
- Preapproved employee self-service
- My Performance (agent KPI visibility)
- Anytime, anywhere access
- Transparency and consistency

Benefits

- Reduce overtime hours while improving service level and occupancy
- Improve agent retention by giving employees visibility, consistency, and control over their schedules
- Automate manual intraday and scheduling administration, freeing supervisors and WFM analysts from firefighting
- Transform real-time analysts (RTAs) from queue monitors and data-entry clerks into strategic, end-to-end WFM analysts

Staffing that fixes itself.

Schedules go stale the moment they're published. EEM continuously analyzes net staffing and automatically resolves overstaffing and understaffing after the fact, so gaps get closed in real time instead of waiting for a supervisor to notice.

Fill gaps automatically.

When a spike in demand or an employee deficit hits, EEM automatically finds the best-fit available employees for overtime or extended shifts and notifies them by mobile app, SMS, email, or desktop to accept or confirm, no manual phone tree required.

Breaks that adjust themselves.

When a call runs longer than expected, EEM automatically shifts the agent's break or lunch time. No human intervention, no adherence penalty for staying on a call, and accurate adherence data for the business.

See every rule at work.

AI recommendations help workforce managers know which rules to configure, backed by an accessible dashboard showing real-time rule status, execution history, and a summary of business conditions and actions taken, so automation never feels like a black box.

The right offer, to the right agent.

Instead of broadcasting every opening to every agent, EEM proactively pushes personalized offers of extra hours or time off to the right employees, with full transparency into what's available and automatic schedule updates once accepted.

Reward agents for covering the gaps.

Star-rated intervals signal staffing urgency, and agents earn credits for picking up premium high-need shifts. Credit balances update in real time, turning coverage gaps into something agents want to solve, not avoid.

Approved before they even ask.

Self-swaps, flextime, PTO, and schedule-change requests are preapproved against business rules, eliminating approval wait time, guesswork, and rejected requests for both the agent and the manager.

Know your numbers in real time.

Agents can view their own adherence, AHT, and ACW anytime, anywhere, no waiting for a coaching session to find out how they're doing.

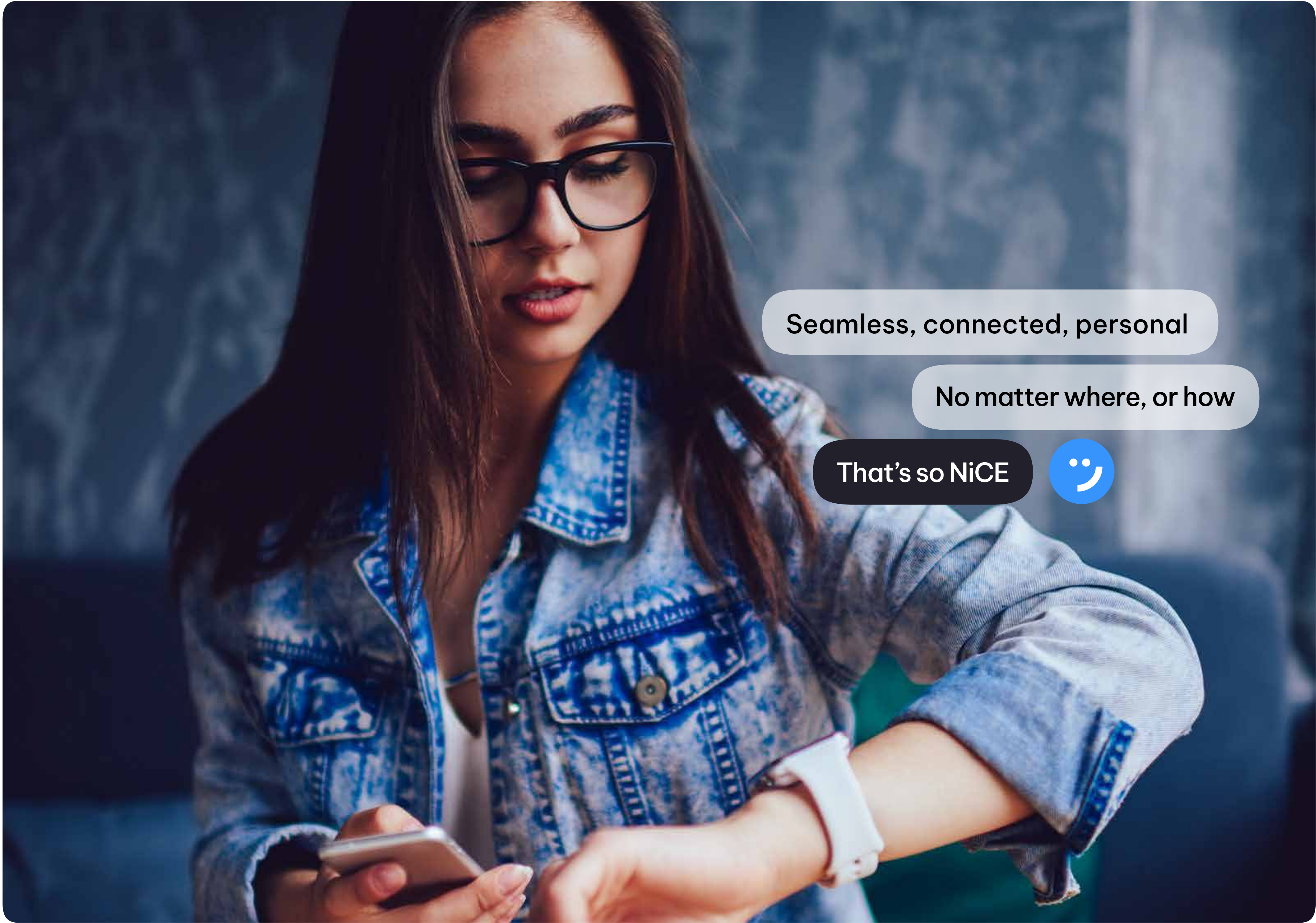
Your schedule, wherever you are.

A secure, WCAG 2.2 AA accessible mobile and web app, with SSO and biometric login, keeps on-site, hybrid, and remote agents connected to their schedules 24/7.

The same rules, for everyone.

Business rules apply the same way for every agent, every time, so employees trust the process, self-correct before coaching sessions, and take ownership of their own outcomes.





Seamless, connected, personal

No matter where, or how

That's so NiCE



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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