

NiCE Enhanced Strategic Planner (ESP)

The workforce planning platform built for AI-era contact centers.

In the age of AI agents, if you don't model the impact correctly, your entire staffing plan is wrong. AI changes where work goes, not how much work exists – deflection shifts volume across channels, escalations get harder and more complex, and understaffing risk stays invisible until it's too late.

NiCE Enhanced Strategic Planner (ESP) is purpose-built for long-term workforce planning – modeling human headcount and new hire ramp against AI-generated forecasts from NiCE Workforce Management and NiCE Workforce Management (IEX). That means 46+ algorithms and five AI models driving your plan, not estimates.

Key features

- What-if planning
- Reverse solve for targeted performance
- Staffing and cost calculations
- Plan data export API
- Intuitive UI/UX
- Interactive charting
- New hire learning curve
- External and event forecasting

Benefits

- Build staffing plans on what will happen and not assumptions about how AI changes demand, escalation complexity, and workforce mix
- Get service level, ASA, and occupancy answers in seconds by reverse solving from a budget or headcount target – strengthening the business case for leadership
- Avoid the hidden understaffing risk created by AI-driven demand shifts and new-hire ramp
- Plan the entire operation – voice, digital, and back office – not just the phone queue
- Fast to learn and easy to own, no analysts or professional services required for every plan change

Test every scenario.

Long-term plans are not static. Volumes swing, sites close, and shrinkage creeps up. ESP lets you build multiple long-term plans with different variables side by side, so you can see the staffing and budget impact of each scenario before you commit to a single plan.

Start with the answer.

Sometimes the question is not "what will happen," it is "what happens if we can only afford this." ESP lets you work backward from a target, for example a budget that only covers 4,900 agents instead of 5,000, and see the resulting service level, ASA, and occupancy in seconds.

See the true cost, everywhere.

A plan built only around the phone queue misses most of the operation. ESP calculates long-term FTE and cost requirements across voice, digital, and back office/deferred work, accounting for backlog, contact capacity, and workload, so the numbers reflect the whole business, not just one channel.

Put your data to work.

A plan is only useful if the rest of the business can see it. ESP's export API lets you move plan output into other systems and reporting, rather than leaving it locked inside the ESP interface.

Built for planners.

ESP is designed for the people who run workforce plans, not data scientists. Teams can build, adjust, and scenario-plan without relying on analysts or professional services for every change, and the experience works just as well on iOS and tablets as it does at a desk.

See the story in your data.

A page full of numbers hides more than it reveals. ESP's interactive charting lets you choose your own parameters, number of charts, and daily, weekly, or monthly views, so trends and anomalies are visible instead of buried in a data grid.

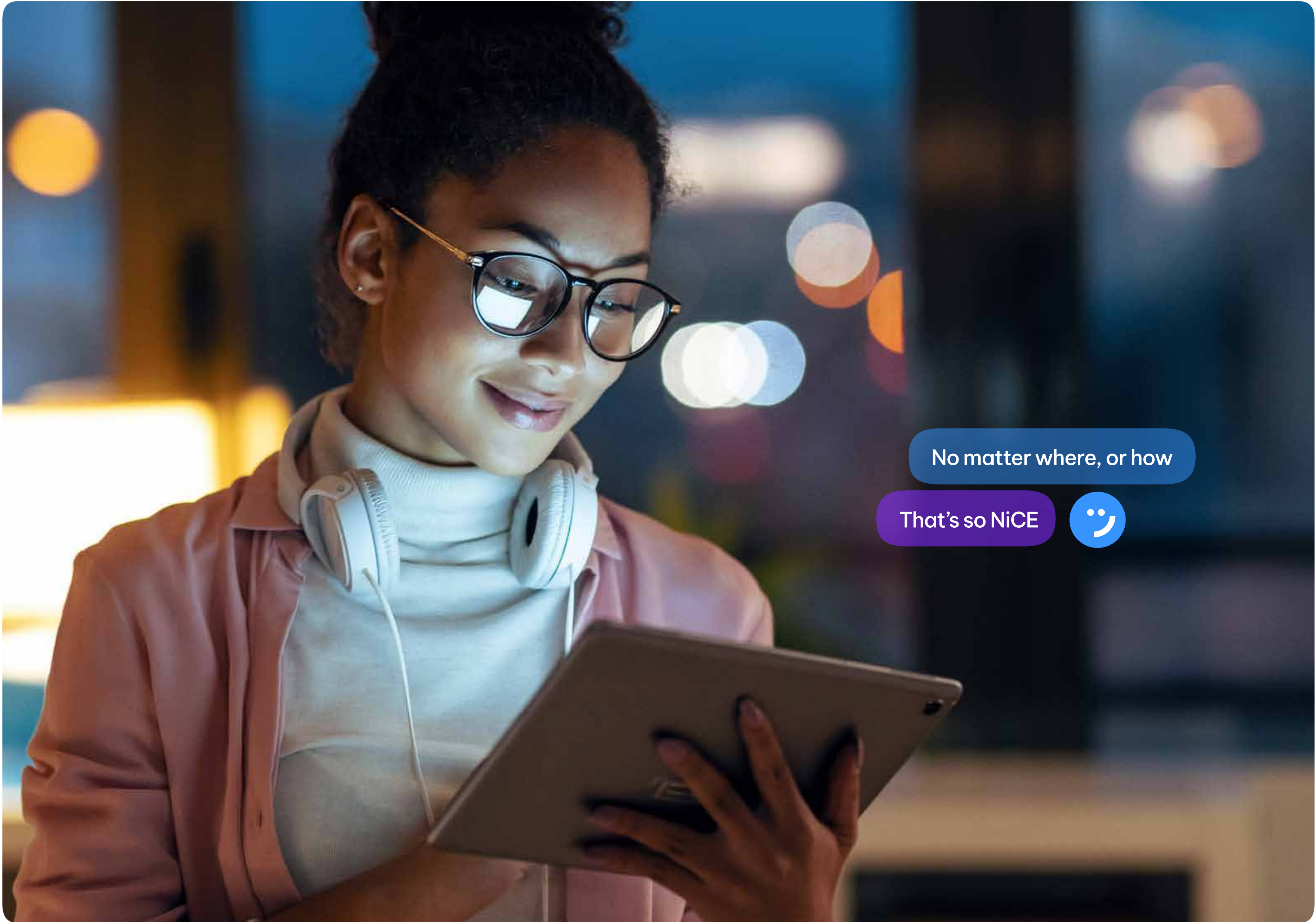
Plan for the ramp.

A new hire on the schedule is not the same as a new hire at full productivity. ESP models ramp-to-productivity by Management Unit or line of business instead of a flat industry average, so the staffing forecast reflects who's productive, not just who's on the schedule.

Forecast what you know is coming.

History doesn't show a campaign, launch, or promotion that hasn't happened yet. ESP builds volume from your own business metrics and layers event adjustments on top, so the plan reflects the demand you already know is coming.





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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