

Brochure

NiCE

NiCE Workforce Management (IEX): Cloud data accessibility



NiCE Cloud

Data Accessibility

WFM Cloud Reporting

WFM Cloud Reporting is an intuitive, user-friendly GUI solution designed for cloud NiCE Workforce Management (IEX) customers. It simplifies integration with Workforce Management (IEX) by offering ready-to-use modules for exporting, importing, and reporting data.

NiCE Data Explorer

HOW IT WORKS

- NiCE Data Explorer translates relational database structures into a logical library of uniform resource locators (URLs).
- Conforming to REST methodology, each piece of data has its own unique identifying URL.

SmartSync APIs

The SmartSync API feature enables customers to dynamically request Workforce Management (IEX) data or insert updates into the Workforce Management (IEX) database. It provides a secure and flexible way to integrate

Workforce Management (IEX) with external systems and applications.

SmartSync supports both SOAP-based Web Services and REST-based APIs, allowing organizations to choose the integration method that best fits their technical architecture.

Key capabilities include:

- Retrieving and updating Workforce Management (IEX) data
- Accessing PTO balance information housed within Workforce Management (IEX)
- Supporting user service login (e.g., Employee Engagement Manager)

Retrieving entity data, including added, changed, and deleted:

- Management Units (MUs)
- Contract Types (CTs)
- Employee Groups (EGs)

These services enable seamless, real-time integration between Workforce Management (IEX) and other enterprise systems.

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- EFT reports sent via SFTP to an EFT defined directory in the Cloud Service.
 - The data available in NDE or SmartSync API is raw and SmartSync export/canned report contains more evolved/calculated fields which may not present via NDE or SmartSync API.
 - The exact same nature of data available over each method may not be available. Please refer to the NiCE documentation to determine the appropriate source to access relevant data.

NiCE Data Explorer

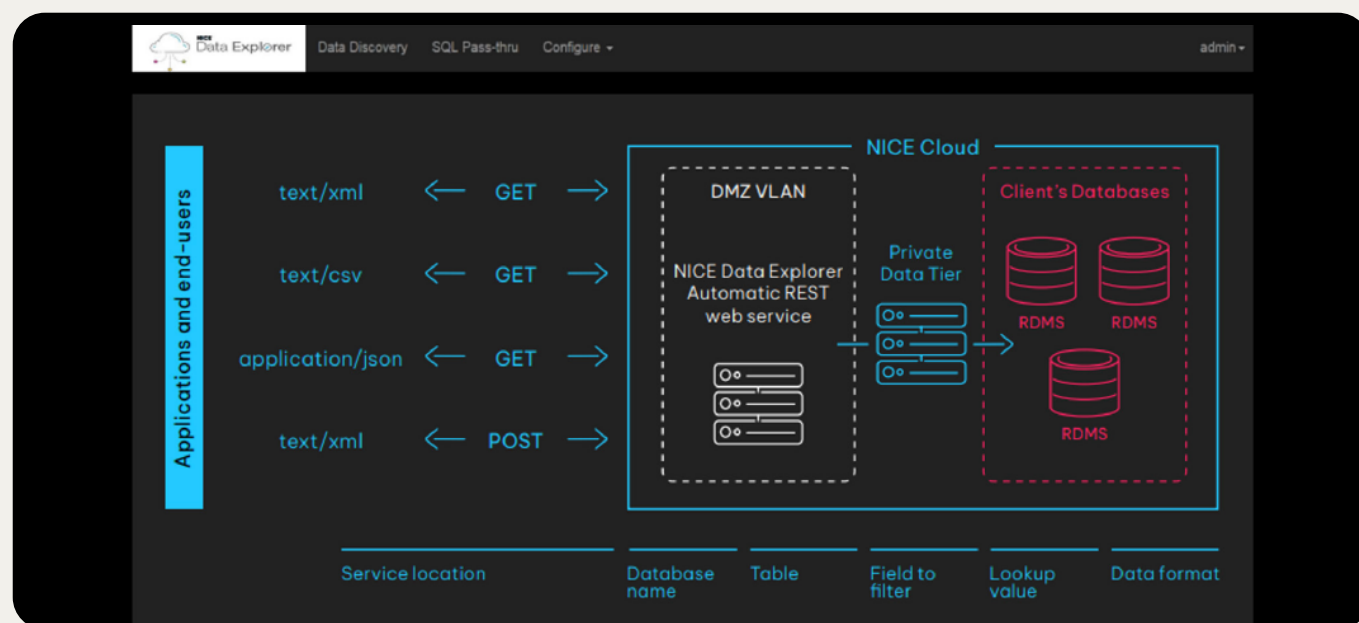
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Optimizing your insights with NiCE Data Explorer

NiCE Data Explorer provides NiCE Cloud customers the option to securely pull data from the different Enterprise solutions to get valuable information and insights into the organization. NiCE Data Explorer is an easy to use web API, which translates relational database structures into a logical library of

uniform resource locators (URLs). Conforming to REST methodology, each piece of data has its own unique identifying URL regardless of whether it is a simple scalar value or a nested structure of related records.

Using the NiCE Data Explorer, the database content becomes accessible for reading under variety of standard data formats such as HTML, XML, JSON and comma-separated values for maximum interoperability.



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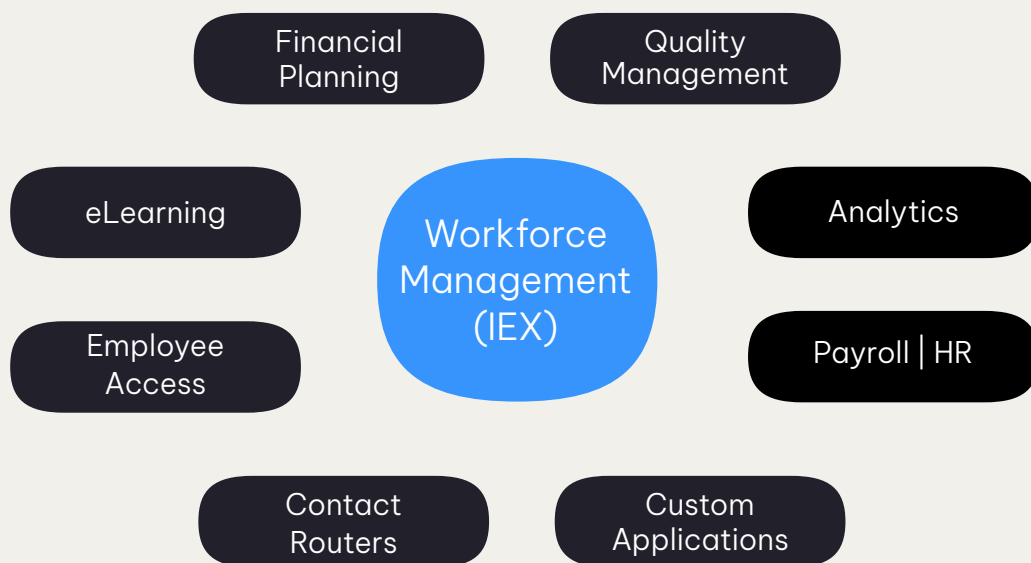
SMARTSYNC

Exchange

Flat file imports & exports

Workforce Management (IEX) plays a vital role at the core of your contact center and/or back office, processing and holding a wealth of information – information that is crucial for the operation of other applications within your organization. Data flows both into and out of Workforce Management (IEX).

SmartSync provides an open solution for exchanging data between Workforce Management (IEX) and other systems. For example, a typical data flow in the Back Office Proficiency Suite deployment includes data flowing nightly and periodically (every 30 minutes) between the customer HR system, customer data sources, Workforce Management (IEX), RTAM, and NPM.



SmartSync is an import/export utility used to exchange data between Workforce Management (IEX) and other systems and is part of the base software for Workforce Management (IEX):

- SmartSync Exports provide a variety of pre-defined data export options for use in creating your own data reports outside of Workforce Management (IEX).
- SmartSync Imports allow you to upload high volume or high frequency data to Workforce Management (IEX) to help streamline business processes.

Example export	Example frequency
AgencyActivitiesandSchedules	Once a day, rolling previous 14 days
AgentActivityDetail	Once a day, previous day only
AgentAdherenceAttrDetail	Once a day, rolling previous 14 days
AgentScheduleDetail	Rolling previous 30 days and future 30 days
CTActiveForecast	Every 30 min, future 14 days
CTQueueData	Every 30 min, current day
CTResults	Every 30 min, current day
MUForecast	Once a day, future 14 days
MUResults	Every 30 min, current day



SMARTSYNC API

SOAP and RESTful Web Services

The SmartSync module also offers web service API interfaces that unify protocols, databases and functionality. SmartSync's API interfaces allow you to integrate third-party apps with the rich data store in Workforce Management (IEX), connect to the database through an authenticated real-time session and access data – including employee schedules and performance as well as Management Unit or Business Unit forecasts.

The SmartSync API Web Services (SOAP based service) feature allows the user to dynamically request Workforce Management (IEX) data or insert updates into the workforce management database. This feature provides a secure and easy way to integrate the workforce management system with other applications. The user is responsible for creating XML files according to the specification.

RESTful Web Services exchange JSON content. These APIs are protected through the Jsession ID. The REST APIs use the Login API to authenticate the user.



SmartSync API provides the ability to use web services to read and write to the database using a variety of tools for data integration.



Customers wanting to use any of the SmartSync API's will be expected to have the necessary expertise to develop their custom integration.



NiCE can provide resources to develop the integration for the customer; additional specific details about any proposed integrations would be required to determine exact level of effort and solution cost.

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WFM Cloud Reporting

- 30+ Standard Reports
- Reports can be generated on-demand or scheduled
- Can be exported from WFM to PDF, XLXS, DOCX, CSV

The image displays two overlapping screenshots of the WFM Cloud Reporting interface. The background screenshot shows the 'Generate Reports' panel, and the foreground screenshot shows the 'Report Scheduling' modal.

Generate Reports Panel:

- Left Sidebar:** A list of report categories including ACD Assignment, Adherence, Agent Detail, Agent Move History, Agent Profile, Agent Schedule Calendar, Agent Schedules, Agent Time Off, Analysis, Conformance, Conformance By Interval, Daily Time Off, Dynamic Allocation, and Future Activities.
- Main Content Area:**
 - ACD Assignment:** Includes a 'Name' input field and a 'Report type' dropdown menu set to 'PDF'.
 - Reporting Groups and Agents:** Includes a 'Report by' dropdown menu set to 'Agent' and a 'MU' dropdown menu.
 - Agents:** A list of agents to be included in the report.
 - Include in report:** A list of additional items to include in the report.

Report Scheduling Modal:

- Report Scheduling:** Includes radio buttons for 'On demand' and 'Scheduled' (selected).
- Frequency:** Includes radio buttons for 'Once', 'Daily', 'Weekly' (selected), 'Monthly', and 'Yearly'. The 'Weekly' option is further configured with 'Every 1 weeks' and checkboxes for days of the week (Sunday through Saturday).
- Date range and time:** Includes a 'Start' date field (6/5/22), an 'End' date field (selected), and a 'Time' field (12:00 AM). A 'No end date' option is also available.
- Time zone:** A dropdown menu set to 'Central Time (America/Chicago)'.
- Buttons:** 'Generate', 'Restore defaults', and 'Save'.





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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