THE AI-POWERED
WFM SUITE

Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com

UNLOCK INTELLIGENT, EFFICIENT WORKFORCE MANAGEMENT
WITH THE NICE WFM SUITE

Put artificial intelligence to work in your contact center

Change can happen at a moment's notice. Whether it comes in the form of an evolving business environment, new employee engagement needs or the rise and fall of customer demand, contact centers must be able to adapt rapidly and unlock new efficiencies.

Contact center leaders are increasingly turning to artificial intelligence (AI) to plan, manage and automate workforce management. More than two thousand customers and 2.7 million users rely on the NICE Workforce Management (WFM) Suite to deliver on the promise of AI. The market-leading solution, NICE WFM enables contact center leaders to make smarter decisions about every aspect of staff planning and management.

Leverage the power of intelligent WFM to:

- Forecast long-term workforce needs 6% to 10% more accurately.
- Identify candidates who will be the right fit for your contact center.
- Optimize forecasts in real time.
- Align schedules with real-world routing needs and employee skills, skill levels and preferences.

- Manage intraday changes by automatically reforecasting as conditions change.
- Cut schedule change processing time with intelligent automation.
- Manage the back office and outbound operations by using Inventory Insights to automate the forecast of inventory backlog.

TRANSFORM HOW YOUR CONTACT CENTER PLANS AND HIRES
WITH THE NICE WFM SUITE

### PLAN MORE EFFECTIVELY WITH NICE ENHANCED STRATEGIC PLANNER

- Develop AI-driven staffing plans that anticipate future staffing demand.
- Analyze historical data to understand future demand.
- Conduct what-if analyses that identify the staffing necessary to meet specific KPIs and demand scenarios.
- Automatically use the most accurate forecasting model for each skill group and day.

FORECAST MORE ACCURATELY WITH NICE WFM'S FORECASTER

- Reduce overstaffing through automatic best-fit evaluation of dozens of forecasting algorithms.
- Uncover patterns in historical data and optimize forecasts as conditions change.
- Use skill-based routing simulations to show how changes affect CSAT and operations.

OPTIMIZE SCHEDULE CREATION WITH NICE WFM

- Develop highly accurate schedules with skills-based routing.
- Identify downstream and interrelated effects of schedule and routing changes.
- Intelligently adjust schedule simulations to account for new variables.
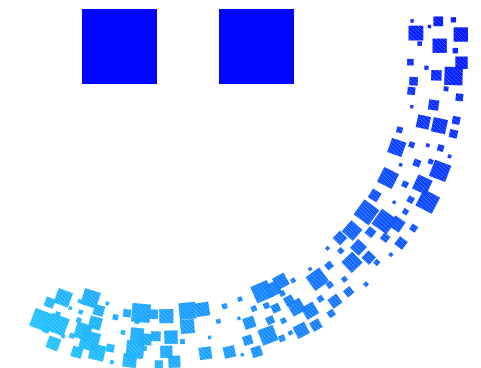
UNLOCK SHORT- AND LONG-TERM ROI OPPORTUNITIES
WITH THE NICE WFM SUITE

MANAGE INTRADAY CHANGES PROACTIVELY WITH NICE EEM

- Monitor and adjust staffing as schedule and activity adherence change.
- Automatically pinpoint opportunities to match staffing with demand after schedules are published.
- Fill schedule gaps based on business needs and agent preferences.

AUTOMATE NET STAFFING CHANGES WITH NICE EEM

- Analyze net staffing opportunities to identify near-term overstaffing and understaffing.
- Automatically offer agents shift and interval change requests that improve net staffing.
- Communicate changes instantly with agents via automated push notifications to mobile, web and email.

MAINTAIN CONTROL AND CUT COSTS IN THE CLOUD

- Scale with ease while maintaining control over IT security policies and governance.
- Stay up to date with included updates and a staging environment for new versions.
- Benefit from guaranteed service levels of 99.9% with proactive monitoring.
- Leverage optional disaster recovery for continuity after any event.

OVERCOME ADOPTION, INTEGRATION AND TRANSFORMATION CHALLENGES

- Partner with NICE Value Realization Services experts who identify opportunities to unlock value and speed change.
- Reduce friction between people and technology with consulting on change management, ROI capture and analytics, application configuration, governance and best-practice training.
- Design and build custom solutions to solve cross-platform integration, business intelligence, health check and other needs.

ORGANIZATIONS USING THE NICE WFM SUITE
HAVE ACHIEVED:

An **80%** reduction in overtime hours

A **75%** reduction in staffing variance

An **80%** reduction in manual processes

Optimize Workforce Management

The NICE WFM Suite makes it easy to transform the ROI of contact center workforce management. Its AI-enabled capabilities put advanced tools in managers' hands quickly, allowing them to swiftly shift focus from time-consuming or difficult manual tasks to the projects where they're needed most.

Don't leave opportunities to increase WFM value on the table—leverage the benefits of the NICE WFM Suite today.