

# NICE IEX WORKFORCE MANAGEMENT

Overview

# MEET CUSTOMER NEEDS AND MANAGE EMPLOYEES EFFICIENTLY

NICE IEX Workforce Management system is a single, comprehensive solution capable of driving the performance, effectiveness and efficiency of your entire enterprise workforce. Whether your employees handle customer calls, process back office tasks or both, NICE IEX Workforce Management improves resource planning, streamlines time-consuming tasks and gives you visibility across sites and lines of business enabling your operation to deliver customer-winning service at the lowest possible operating cost.

**Standard interfaces to over 95 ACDs, contact routing systems and outbound dialers to collect historical and real-time data** for contact center work-types and employees. Optionally, process and application data can be captured directly from employee desktops using NICE's Real-Time Activity Monitoring solution.

**The personalized user interface helps you get more done with easy access to what you need.** The system's task-based menu serves as an intuitive site map, allowing you to quickly navigate the system. You can create multiple personalized screen layouts for various functions and easily move between screen layouts without spending time to open and rearrange multiple windows.

**Achieve greater forecast accuracy and enhanced scheduling efficiency regardless of work type.**

Whether your employees handle immediate response contacts, like inbound and outbound calls, or delayed response tasks, like email and back office work, or both, NICE IEX provides patented forecasting tools tailored to meet the specific needs of your environment.

**Manage outbound campaigns more effectively** and increase right-party connect rates (RPC) by aligning staffing with historical RPC distributions. Create date-specific campaigns based upon number of records and target completion. Perform intra-campaign "what-if" analysis to determine projected completion with existing staff or additional staff needed to meet a new target.

**The capability to support virtually any scheduling methodology** gives managers the ability to choose the approach that best meets both the specific needs of the business and those of individual employees.

**Designed with multi-site, multi-dimensional visibility in mind**, you can create custom entity sets for viewing, reporting and managing changes for specific lines of business and locations. Or, create views that give you visibility into multiple departments and sites all at once. The flexibility to access data, view results

and manage resources in any way you choose makes the system ideal for both single and multi-site contact center and back office operations.

**Make informed decisions with the ability to view real time skill usage data through the Skill Group Usage feature Proactive change management tools** automatically reforecast the remainder of the day after each interval passes. Whether you need to gather additional resources to clear a back-office backlog or find the best time to schedule a team meeting, the system provides you with both the visibility needed to make informed decisions and the necessary tools to carry them out.

**Enterprise-level, web-based reporting** enables users to configure report content and graphical data display. Reports can be scheduled so they are available to be viewed from any PC, or exported in a variety of supported formats including PDF, RTF and CSV.

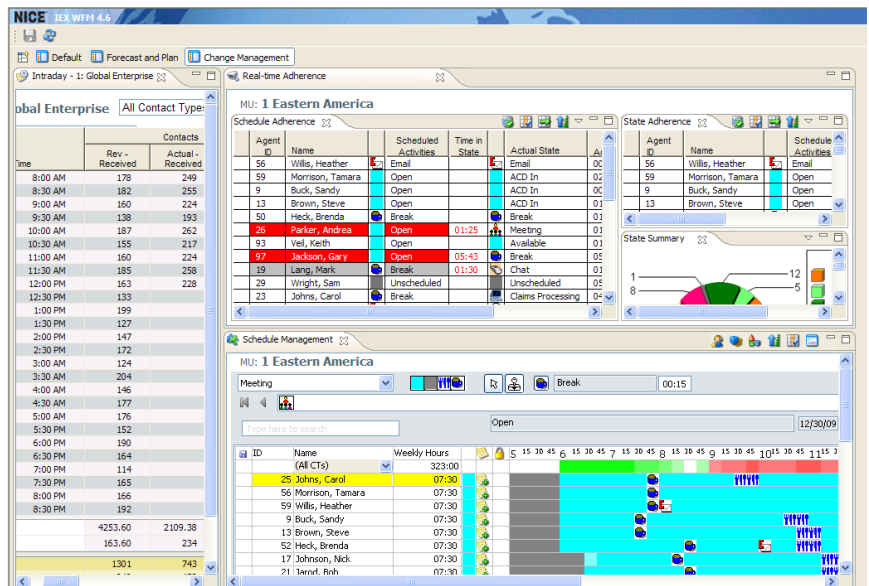
**Historical Adherence** gives you insight into the scheduled vs. actual activities of your employees. Multi-channel capabilities enable you to see a single adherence score whether your employees handle a single work-type or several.

**Real-Time Adherence makes it easy to ensure all employees, regardless of work-type, are following scheduled assignments according to plan.** The ability to capture real-time data streams from multiple ACDs, predictive dialers, multimedia routers, and the employee desktop, give managers a comprehensive view into employee activity even in blended environments where people handle both inbound and outbound calls, and front and back office work items.

Users can manage real-time adherence, and modify schedules, for a single supervisory team or for an entire multisite enterprise all from a single screen. Configurable options let you set specific thresholds and dynamic screen sorting in order to focus on those greatest of adherence.

**WebStation Plus improves your operational efficiency while promoting employee empowerment.** Employees and supervisors have online access to view schedules, monitor performance, and automate many common tasks. Automatic schedule change notification and activity reminders help employees keep track of their work assignments. By giving them the ability to enter preferences for work schedules or allowing them to automatically trade shifts with their co-workers, you give your employees greater job satisfaction while eliminating administrative tasks.

**Express Messenger automates the time-consuming task of communicating schedule changes to your agents and their supervisors** Communicate last-minute schedule changes to the agent and supervisor's cell phone and/or home e-mail address when they are out of the office with less administrative work, workforce managers and agent supervisors can focus on managing operations, instead of schedule change communication tasks.



## BENEFITS:

- **Reduce Administration** – Automating the manual tasks associated with forecasting and managing employee schedules slashes administrative time and increases the productivity of managers and supervisors.
- **Improve Forecast Accuracy** – Having an accurate picture of how many employees are needed to handle projected work volume for every contact channel is the key to minimizing costly overtime.
- **Increase Employee Productivity** – Productivity grows when supervisors have real-time and historical visibility into the actual work activities of their employees.
- **Operate Efficiently and Reduce Costs** – NICE IEX Workforce Management software has enabled companies worldwide to meet their service level objectives while improving operational efficiency and reducing costs.
- **Grow Customer Satisfaction** – When departments within an enterprise work together to ensure customer contacts and back office processing tasks are handled more efficiently, greater customer satisfaction is the direct result.



**Time Off Manager allows you to automate time off and holiday planning** and provides employees with online bidding capability via WebStation Plus. Here, they can view an up-to-date summary of their earned, taken, planned and remaining time off and see what dates are available for selection. The system can be configured to process requests in rounds (batch processing) or on a first-come-first-serve basis (immediate approval). Both options eliminate much of the administrative effort associated with manual time off planning methods.

**SmartSync Exchange enables seamless data exchange with other contact center and enterprise applications**, including: quality monitoring, Learning, human resources and more. It streamlines the way your business runs by enabling systems to communicate with each other eliminating paper-based processes and redundant data entry. This open, easy-to-implement module supports the rapidly changing technology environment of today's contact center, making it faster and less expensive to integrate with other systems.

**Aggregate and Normalize data to Enable One Version of the Truth while Personalizing Viewable Information by Role.** The Performance Manager Module is a tightly coupled add-on for our Workforce Management solution that is built for rapid deployment and ROI. Executives, managers, and supervisors are empowered to efficiently run daily operations with pre-built employee scorecards, dashboards and workflows, Employees are enabled for self-management and improvement with timely performance views.

### Key Features

- Pre-built applications based on industry best practices
- Pre-built reports & dashboards for quick implementations
- Coaching automation, effectiveness management, and employee recognition
- Report authoring & analysis tools
- Integrate data from NICE WFM (including ACD, NICE Quality and 3rd - party data)
- Easily upgrade to NICE Performance Suite for full performance management capabilities

Metrics	Apr 9	Apr 10	Apr 11	Apr 12	Apr 13	Apr 14
AHT	1,559 ❌	- -	1,037 ❌	544 ✅	1,318 ❌	1,103 ❌
Adherence	77% ❌	- -	73% ❌	56% ❌	60% ❌	60% ❌
Conformance	100% ✅	- -	100% ✅	100% ✅	95% ❌	100% ✅
Quality	- -	- -	65% ❌	- -	70% ❌	- -
Revenue Per Call	\$544.00	- -	\$540.00	\$734.00	\$595.00	\$384.00

The full list of NICE marks are the trademarks or registered trademarks of Nice Systems Ltd. For the full list of NICE trademarks, visit [www.nice.com/nice-trademarks](http://www.nice.com/nice-trademarks). All other marks used are the property of their respective proprietors.

## ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video.

NICE's solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. [www.nice.com](http://www.nice.com)

### GLOBAL INTERNATIONAL HQ, ISRAEL,

T +972 9 775 3777

F +972 9 743 4282

### AMERICAS, NORTH AMERICA,

T +1 201 964 2600

F +1 201 964 2610

### EMEA, EUROPE & MIDDLE EAST,

T +44 0 1489 771 200

F +44 0 1489 771 665

### ASIA PACIFIC, SINGAPORE OFFICE

T + 65 6222 5123

F +65 6222 5459



nice.com