NICE inContact CXone
Workforce Management
Industry's most intelligent omnichannel forecasting

NICE inContact CXone Workforce Management empowers you to anticipate business demands and optimize your workforce with the industry's most intelligent and accurate omnichannel forecasting engine. Patented AI and machine learning technology unlocks your workforce's potential and harnesses the true power of your organization's greatest asset—your people.

The modernized, intuitive interface reduces the training and skillset required to create and manage forecasts and schedules and improves agility with easy intraday capabilities. As a unified component of the CXone platform, CXone WFM is the first of its kind, streamlining and minimizing administration and maintenance and the complexity of managing teams across locations.
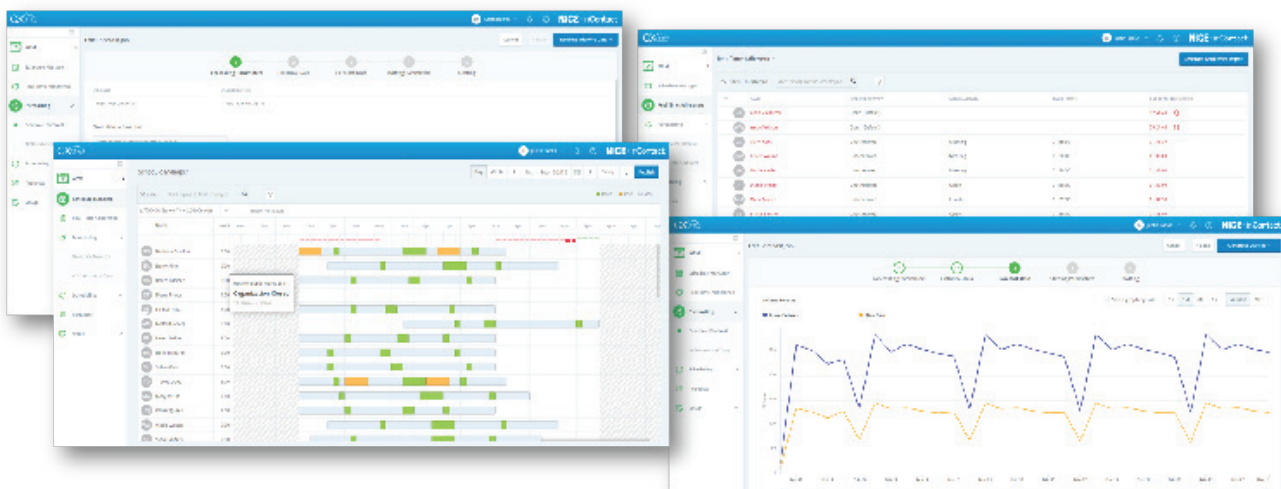
Improve forecast accuracy
Leverage AI technology, machine learning, and over 40 patented algorithms to achieve your SLAs without overstaffing.

- Reduce labor waste with clear and trusted forecasts and enhanced schedules.

- Maximize headcount utilization with schedules that ensure agents are in the right place at the right time.

- Improve omnichannel customer experience with multi-criteria schedule assignment to ensure you have the right-skilled agents staffed across all supported channels.

- Includes the most advanced time-series mathematical methods, such as Box-Jenkins ARIMA, exponential smoothing, multi-linear season regression and Best Pick for optimal forecast accuracy.

BENEFITS

- Produce the most accurate forecast possible leveraging artificial intelligence and machine learning

- Eliminate manual WFM processes

- Proactively optimize intraday schedules and performance

- Empower agents and supervisors with automated workflows, streamlined access to WFM functions, and ability to self-manage schedule requests, swaps and more

Create accurate forecasts using historical volumes, and manage agents' performance with schedule management and real-time adherence tools.

Simplify workforce management activities.

Remove the need for specialized WFM expertise by eliminating manual calculations, adjustments and cumbersome steps.

- Eliminate manual WFM processes with an intuitive interface and workflow to generate and manage forecasts and create schedules. Have confidence that schedules are systematically aligned to business requirements to best meet the forecast and achieve your service level objectives.

- Eliminate guesswork while ensuring the best forecast with Best Pick™ technology, which ensures the best option out of multiple algorithms is automatically selected based on your historical data.

- Increase agility in responding to business needs with Intraday Grid, Intraday Reforecasting, Real-Time Adherence, and proactive notifications.

- Improve workforce manager speed to proficiency as a result of an easy use and intuitive interface.

## Streamline administration.

Administration and maintenance efforts are centralized within the unified, all-in-one CXone platform.

- Reduce onboarding and maintenance efforts with a single interface for WFM and all contact center applications – creating users in one system, one time.

- Eliminate data synchronization issues and the need to install and maintain third-party ACD integrations to get real-time and historical contact volume data.

- With a true cloud solution, realize benefits quickly with rapid deployment in days instead of months, and minimize ongoing IT support costs.

Empower agents and supervisors.

Agents, supervisors, and workforce managers all win with our unified, modernized interface and seamless workflows.

- Streamline agent experience with access to workforce management functions from within the MAX agent interface to view schedules, request Time Off, participate in shift-bidding, and receive real-time notifications of changes and approvals.

- Give agents more flexibility to manage work-life balance with peer trade requests, shift bidding, and easy time-off request process.

- Unified dashboards provide supervisors and agents with at-a-glance insight into intraday trending for AHT, ASA and Volume based on Forecast or preset objectives.
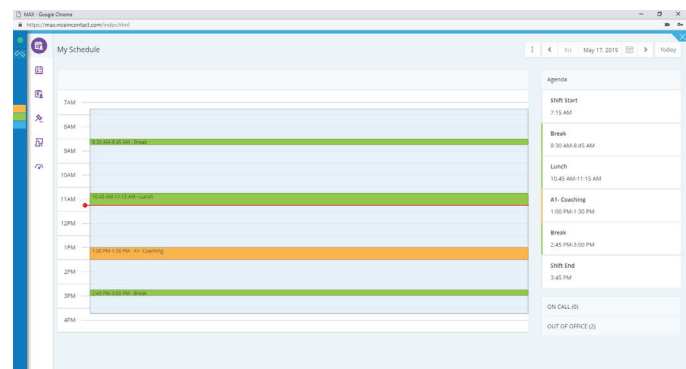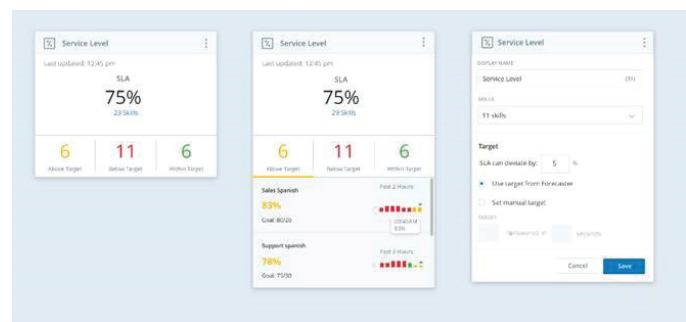
About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

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