

# Engagement Manager

Enables anytime, anywhere mobile scheduling

NICE CXone Engagement Manager provides agents with anytime, anywhere mobile scheduling to keep them in-the-know and engaged. Agents want instant, real-time access to everything—including their work schedules. Engagement Manager extends your Workforce Management with a mobile app for schedule notifications and shift trades, improving agent visibility and flexibility. Now whether they're at their desks or on-the-go, agents can view their schedules and take action—all with the tap of a smartphone. As a native component of the CXone unified platform, administration is seamless across contact center applications.

## MORE FLEXIBILITY, HAPPIER AGENTS

Boost agent engagement with anytime, anywhere access to self-scheduling.

- Give agents what they want. From shopping to streaming, your agents “have an app for that”—give them an app to manage their work schedules too.
- Improve visibility. Give agents instant schedule visibility, right from their pockets.
- Increase flexibility. Mobile access to initiate shift trades gives agents more flexibility to juggle work and home activities, while still ensuring proper coverage.

## REAL-TIME REACHABILITY, MORE ACCOUNTABLE WORKFORCE

Ensure agents know where they need to be, when they need to be there—no matter if they’re in the office or off-shift.

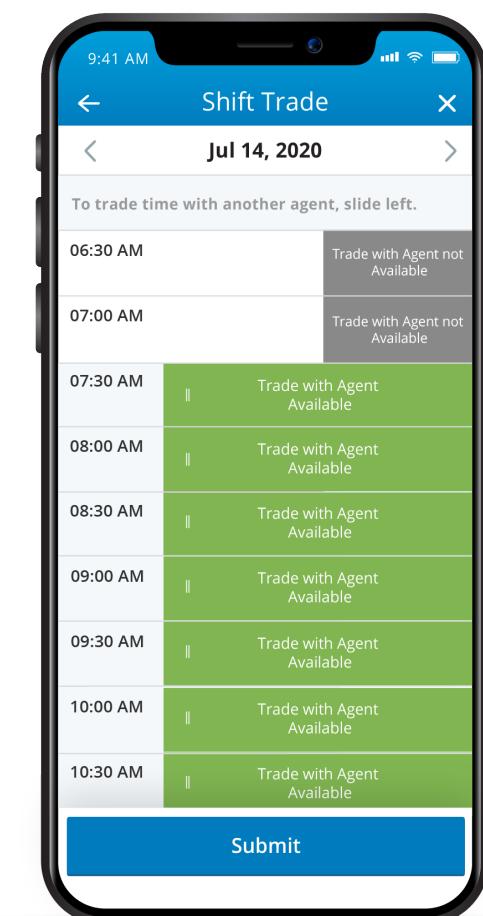
- Streamline communication. Keep agents in the know and cut down on manual outreach when schedules change with automated mobile notifications.
- Foster accountability. Throw tardy and missed-shift excuses out the window by making sure agents always know when they’re scheduled, right from their mobile devices.
- Better adherence. See your schedule adherence climb and your SLAs skyrocket as a result of agents having better schedule visibility.

### BENEFITS

- Improve agent engagement
- Boost schedule adherence and SLAs
- Ensure schedule accountability
- Eliminate manual communication when schedules change

### KEY FEATURES

- View schedules and initiate shift trades
- Real-time mobile notification of schedule changes
- Unified administration in the CXone platform



Agents can initiate shift trades from an intuitive mobile app.

## 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.

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