



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](http://www.nice.com) 

# EMPLOYEE ENGAGEMENT MANAGER (EEM) OVERVIEW

**NICE**



# Who Benefits From the Power of Employee Engagement Manager (EEM)

## YOUR BUSINESS

Improved Operational Efficiency & Cost

- Lower Agent Turnover
- Reduced Overhead Expense
- Right Staffing



## SUPERVISORS

Team Management

- Mobile-Tablet Dashboard
- Real-Time Communication
- Intraday VTO/OT Empowerment



## WFM STAFF

Staffing Agility

- Automated Intraday Analysis
- Optimized Agent Selection
- Automated WFM Updating



## AGENTS

Work-Life Balance

- Mobile App Schedule Access
- Personalized Communication
- Schedule Change Control



EEM enables your organization to achieve customer service goals with greater ease and efficiency. EEM eliminates the intraday stress of ensuring agent resources are optimally aligned with customer demand by intelligently identifying solutions to address staffing gaps, proactively managing agent communication and by automatically adjusting schedules in NICE IEX WFM.

**WORKFORCE ADMINISTRATION PROCESSES**

Forecasting

Scheduling

Analysis

Intra-day Optimization

NICE IEX WFM Product Footprint

EEM Extension

Everyone knows that happier agents lead to happier customers. But are you aware of how schedules impact things like agent morale, job satisfaction and employee turnover? Scheduling flexibility is a primary driver of your agents' work/life balance, but trying to accommodate everyone's personal needs while maintaining optimal staffing is no easy task. Agents need real time tools to manage their schedule.

### EEM for Agents:

- Empowers agents to view/change schedules anywhere, any time via any browser or a true smartphone app
- The intelligent user interface is continually updated to reflect projected demand and agent availability
- Schedule-change options are matched to individual agents based upon skills, preferences and availability
- Enables agents to manage communication preferences

Supervisors are responsible for managing the availability and performance of their team. Unfortunately, it becomes challenging and unproductive when they have to be in the middle of workforce analysts and the agents for all changes, urgent to non-urgent, and take multiple steps to fulfill staffing needs. Supervisors need rules based automation to alleviate this burden, which will allow them to focus on leadership, coaching, and development of staff.

### EEM for Supervisors:

- Equips supervisors with a mobilefriendly dashboard to monitor agent intraday performance
- Gives supervisors real-time visibility into communications between agents and members of WFM administration
- Enables supervisors to manage agent OT and VTO eligibility
- Makes it easy to communicate with agents and WFM administrators via instant messaging

Contact centers are dynamic environments where real-time decisions impact business results. The ability to respond quickly to changing conditions impacts customers, agents and the bottom line. Administrators need to react immediately to the needs of the business as changes arise.

### EEM for Real-Time Administrators:

- Analyzes performance indicators and staffing level variances in real-time
- Recommends changes to adjust staffing
- Makes use of multi-channel agent communication
- Updates schedule changes in NICE IEX WFM



### EEM Empowers your Agents

To manage schedules anywhere, anytime, while minimizing intraday administration



### EEM for Supervisors

enables your supervisors to manage their team's performance with greater ease & effectiveness



### EEM for Administrators

is an extension to the NICE IEX WFM to automate & optimize up to 80% of your contact center's manual intraday management processes