NICE®

NICE WFO Next Generation Cloud Solutions

About NICE

NICE (Nasdaq: NICE) is the worldwide leading provider of both cloud and on-premise enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 22,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.

www.nice.com

The Future of
Customer Service

The future of customer service necessitates organizations to know more than what they know today! Knowledge is power and having an engaged and informed workforce makes all the difference in customer service.

- Knowing the customer and their journey makes customers feel valued and enables employees to provide service which is relevant and meaningful
- Knowing employees performance ensures meaningful growth with rising levels of service
- Knowing levels of compliance ensures operational control and business confidence

The future is here with NICE's WFO Next Gen Cloud solution suite. It provides you the power of knowing how to deliver exceptional service to your customers:

- Built from the ground up as a fully integrated solution
- Powered by unlimited analytics and Adaptive technology
- Delivered from the cloud for flexibility

The NICE's WFO Next Gen Cloud solution provides these exceptional benefits:

Deploying with Speed & Flexibility

The key to delivering remarkable service begins with a solid foundation that can grow and change with your needs. NICE's cloud solution offers rapid deployment with continuous delivery and innovation. Moving to the cloud means that there is no upfront capital expenditure and ongoing operational maintenance or expensive upgrades that are required of on premise solutions.

Delivering Rapid Value

NICE's integrated platform includes a common user interface across all the application and common application services, such as reporting, work flow, forms and user administration that are leveraged by each WFO solution for operational efficiencies and lower cost of ownership. Data is also shared across the applications for easier realization of portfolio benefits. Suite level administration allows for more efficient updates across the entire enterprise solution.

Knowing the Next Best Action

NICE utilizes state of the art analytics, with a combination of speed and search accuracy, to provide flexible and tailored models that scale. Analytics drive every aspect of WFO, such as enabling the next best action from quality evaluations that identify problematic interactions to improve or the best coaching strategy to optimize agent performance. It provides holistic insights that are derived from a variety of data sources including interaction analytics, desktop analytics, and client business data.

Empowering Agents

NICE introduces Adaptive WFO which represents a new way of engaging, motivating and empowering agents in a contact center to perform at their best level. It uses analytics-based modeling to dynamically personalize contact center processes, such as scheduling, coaching, training, evaluations, and motivational incentives, at an individual agent level.

Agents Persona

An Adaptive module provides each agent with real-time information on their current performance, areas where there are gaps and a detailed plan for success, whether it's for required training for a promotion to a supervisor role or an opportunity to alter their schedule based on additional performance insights. Agents who are empowered stay loyal to their organization, provide better service to their customers and ultimately are more productive.

Automating Processes for Efficiency

NICE WFO automates business processes providing more real-time guidance and insights helping identify areas of improvement and knowledge gaps (e.g.100 % auto evaluations) to provide a more comprehensive view of the agent's abilities and progression.