

NPM Essentials: Out-of-the-Box Optimization

Streamlined Performance
Management for a
Rapid Return on Investment

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.

The essentials of NICE Performance Management

NICE Performance Management (NPM) is the market-leading front and back office performance management solution for sales and service organizations across a wide range of industries. Increasing the value of your WFO tools, NPM boosts productivity, proficiency and compliance for consistently greater effectiveness and increased customer satisfaction through:

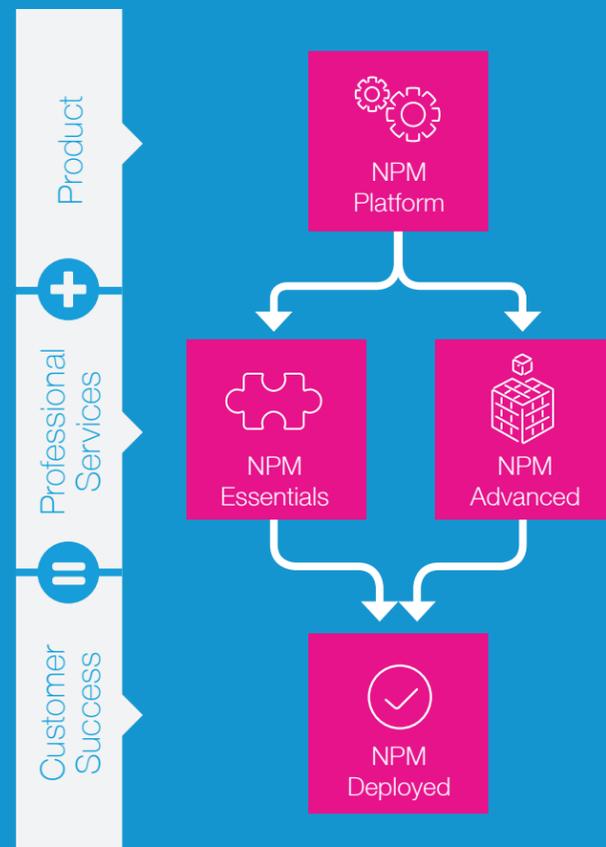


For a Successful NPM Deployment

An NPM solution incorporates the Performance Management platform, of course, but also requires deployment services to ensure stable and effective functionality. A NICE implementation team collaborates with you in planning and discovery (identifying the requirements and scope of the project), as well as configuring the NPM platform to best serve the needs of your specific front or back office.

The process of enhancing performance management can be complicated by any number of challenges that constrain your deployment options. These limitations can include: a hard deadline or a short timeline for going live with your chosen solution, a management demand for a more rapid return on investment, or a limited budgetary commitment due to corporate strategic investment decisions.

Whatever the constraints may be, a well-planned deployment process can mean the difference between the best possible NPM implementation and a more protracted project.



A Novel Approach: Standardization Streamlines Deployment

Drawing on experience implementing performance management solutions in many of the world's most complex business environments, NICE has developed a streamlined NPM deployment for maximum speed and cost-effectiveness – NPM Essentials.

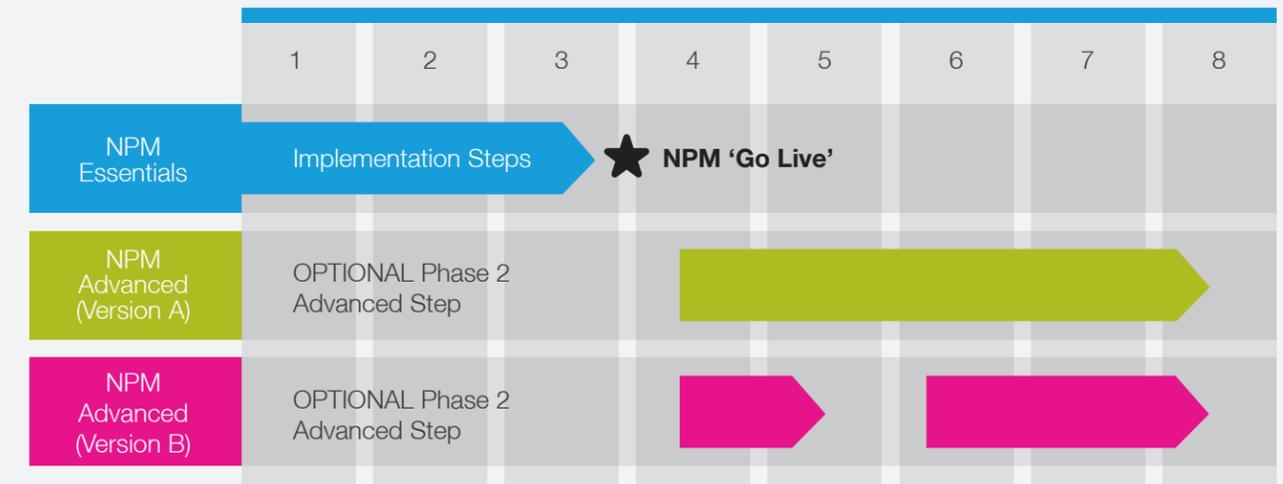
How?

NPM Essentials is an out-of-the-box solution, with pre-built configurations and portfolio integrations, providing a solid starting point for performance management best practices. The discovery, configuration and testing phases of an NPM implementation are therefore shorter, empowering businesses to influence employee behavior, step up efficiency and increase customer satisfaction almost right away.

With the dramatic reduction in the need for professional services, the cost of NPM deployment is significantly reduced. This generates a rapid return on investment that is further increased with the default inclusion of root cause analysis, goal management and advanced coaching, as well as optional out-of-the-box components such as real-time activity monitoring integration and back office quality assurance tools.

As part of supporting NPM adoption and assuring value, NPM Essentials uses a unique methodology that includes running business and administrative readiness activities in parallel with its implementation phases. With the proper governance changes in place and personnel training completed, your organization is fully prepared for the changes NPM is likely to introduce. And the NICE post-sales support continues well after "go live".

NPM Deployment Example: Time-to-Benefit



The above deployment example shows a project timeline for a customer who has chosen NPM Essentials. As indicated, a hypothetical NPM Advanced project that would take about 8 months to complete could potentially 'go live' in about 3 months using NPM Essentials. In addition, NPM customers should note the following:

- NPM Advanced is strictly optional, as NPM Essentials is a robust solution on its own.
- NPM Advanced can be implemented as as a single project, but NICE suggests several smaller phases.
- NPM Advanced can be implemented by the NPM customer, by NICE, or in collaboration.
- NICE provides tools for customer self-sufficiency in configuring NPM Advanced.

NPM Out of the Box: What You Get

The NPM Essentials implementation is built on several key features for monitoring, understanding and moving employees towards better performance outcomes – all pre-built to meet the most demanding needs and produce the fastest results. These include:



Insight: Understand Employee Performance

- Pre-configured dashboards that include KPI Root Cause Analysis and interactive reporting on Customer Experience, Productivity, Proficiency, Adherence, Compliance and Coaching. Accessibility and content is specific to one of several defined role types – agent, supervisor, manager, executive, or administrator.
- Users with the appropriate permissions can drill into the data from team-level KPIs down to the level of specific individual interactions. This includes “drill through” from any interaction to related insight components such as call recordings and QA forms.



Actionability: Transform Employee Behavior

- Pre-configured forms for:
 - Goal Management according to specific agent types, KPIs or milestones, so progress can be tracked and documented.
 - Closed-Loop Coaching, including follow-up performance monitoring, measuring coaching effectiveness over time.
 - Front and Back Office Quality Management.
- Pre-configuration to allow call playback for the NPM coaching methodology.
- A Best Practices Library -- which can include popular tips and tricks, a knowledgebase, sample call recordings, processes, and more -- especially geared toward agent performance improvement (e.g., action plans for coaching).
- Virtual collaborative communities for employee engagement, knowledge sharing and peer motivation.
- An optional pre-configured online Marketplace, as a component of the add-on Gamification module, where earned performance points and rewards can be redeemed.



Integration: Unify the WFO Portfolio

- Automatic integration and aggregation of data feeds from other NICE WFO solutions:
 - ACD data through NICE IEX WFM.
 - Forecast, schedule and adherence data from NICE IEX WFM.
 - Call quality management and evaluation details from NICE QM.
 - Call playback from NICE Recording (Engage or NIM).
 - Desktop productivity monitoring from NICE RTAM.
 - Interaction Analytics from Nexidia¹ (a NICE analytics company).
- NPM Essentials functions as a hub for the WFO suite, providing a window into performance across the organization.

¹ Available in 2017

NPM Essentials offers a combination of out-of-the box capabilities that is not only a robust system for deep performance insights, but also a powerful set of tools to guide behavior and shape processes. The solution is also flexible enough to be tailored at three levels – internally (with separate dashboards for agents, back office employees, supervisors, managers and executives), organizationally (with different configurations and integrations depending on whether the use case is the front or back office), and in terms of scalability (comparably cost effective for enterprises with footprints of varying sizes).

NPM Essentials: Out-of-the-Box Features

Pre-Built Configurations



Root Cause Analysis



Goal Setting



Closed-Loop Coaching



Internal Mobility Tracking



Best Practices Library



Employee Collaboration

Pre-Built Integrations



ACD
(via NICE WFM)



NICE
IEX WFM



NICE
Recording



NICE
QM



NICE
RTAM



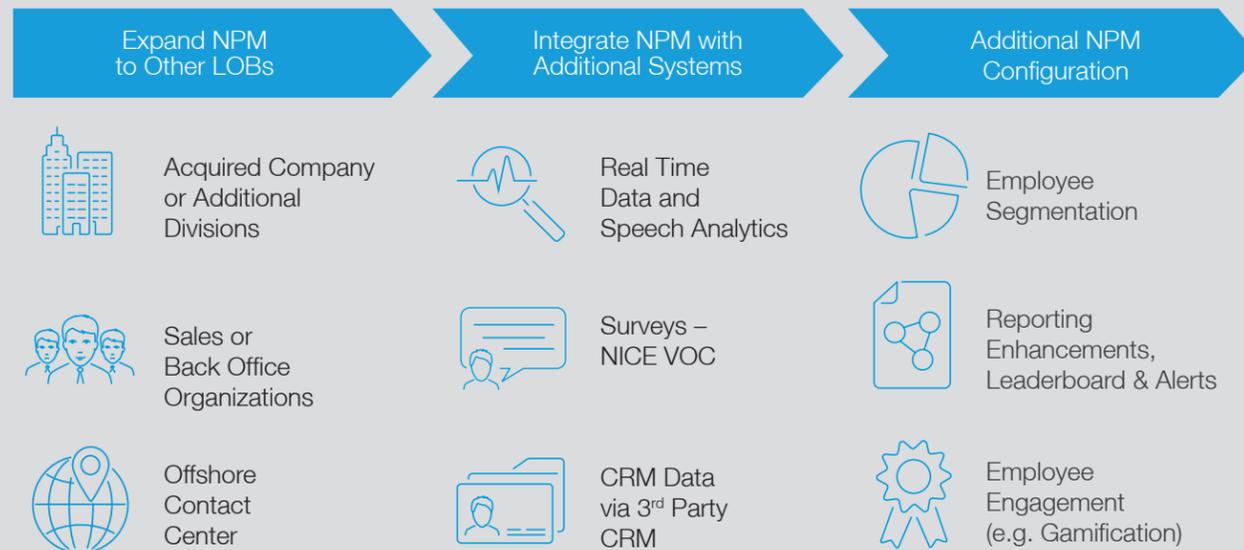
Nexidia
(2017)

After Deployment: NPM Advancement

While NPM Essentials is the solution for standardized performance optimization, it is also fully scalable and extensible to meet evolving business needs. This includes expanding to serve entirely new lines of business. Whether this entails adapting the NPM solution from the contact center to your back office or implementing it in an acquired subsidiary, Essentials serves as a solid foundation for tailored configurations of its insight and actionability features.

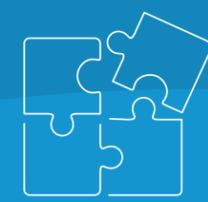
As part of its advancement features, NPM Essentials integrates fully with other workforce optimization tools and data sources (e.g., customer survey results from NICE VOC), whether provided by NICE or by a third party. NPM Essentials is a centralized tool for analysis of employee and operational performance, drawing on all available data for making intelligent decisions about your KPIs.

Naturally, all NPM product enhancements are automatically incorporated in NPM Essentials, as the solution is built on the latest core NPM platform. The ultimate product advancement path is evolution toward a tailored configuration at the robust level of the NPM Advanced edition, but without the need for a new platform deployment. Advanced configurations, such as customer-specific employee segmentation or comprehensive gamification, are therefore easily made when and where you need them.



NPM Essentials: Promoting Customer Self-Sufficiency

Change is a constant in most environments, and organizations need to be empowered to adapt as needed. With a host of easy-to-use administrative tools and NICE training, the NPM Essentials deployment is designed to enable maximum corporate self-sufficiency and reduce the organization's total cost of ownership (TCO).



NICE experience indicates that the most effective deployment of NPM involves moving from close cooperation with NICE professional services to developing your own tailored dashboards, forms and more, as well as maintaining the system, to handling new NPM releases, configurations and tools independently.

This progression, metaphorically going from crawling to walking to running, gives you an incrementally growing understanding of how NPM can be aligned with your specific business processes.

As self-sufficiency increases, implementation of new NPM releases takes less relative effort and can be easily adapted as your business evolves over time.

This is possible because NPM Essentials uniquely gives business users administrative access to the entire NPM application, including the ability to revise reports, shape dashboards, define goals, select metrics, add data, and more.

All key end-user and administrative features are completely integrated, comprehensive, intuitive and 100% web-based, for maximum environmental flexibility and scalability. That is how NPM Essentials readily meets the demands of the largest enterprises, with tens of thousands of employees and global markets.

As an n-tier solution, with an open standards-based architecture and a single code base that supports all major databases and platforms, NPM Essentials is positioned to allow you as much (or as little) autonomy as you need.

At the same time, whether you are crawling, walking or running, NICE professional services remain always "on call" to ensure that your NPM Essentials implementation is an ongoing success.

NICE WFM is a prerequisite for NPM Essentials. In the Back Office, an additional prerequisite is NICE RTAM.