Move Your Workforce Management Solution into the Future

Upgrade to the NICE WFM 7.0 suite for access to new, powerful features.

Contact center managers have one eye on today and the other on tomorrow. They rely on accurate forecasts to make informed decisions as they adjust to changing conditions. They work nonstop to stay one step ahead of the customer, whose expectations are constantly shifting. And with multi- and omni-channel centers balancing multiple platforms, they are always at the ready to adapt to the market.

You’re moving to the future, and we’re ready to meet you there.

NICE WFM 7.0 was built to meet the future state of contact center operations head on, with enhancements to seven vital workforce management needs: accuracy, simplicity, reliability, visibility, engagement, alerts and convenience.

With NICE WFM 7.0, you’re accessing modern technologies and unprecedented flexibility that take your workforce management solution to another level. New forecast models supported by artificial intelligence, including Box-Jenkins ARIMA, exponential smoothing, multilinear seasonal regression and best pick, deliver superior accuracy. A user-friendly mobile application ensures that your teams have easy access to the system. Upgrades to the infrastructure ensure that your workforce management system is highly available. And numerous additional capabilities will help your organization improve its centers and employee engagement.

Realize the promise of the future with NICE WFM 7.0
NICE WFM 7.0 Delivers 7 Powerful Enhancements

ACCURACY
Forecasting with artificial intelligence

More than 45 new algorithms supported by artificial intelligence increase the accuracy of forecasts so you can scale and operate more efficiently.

- Allow the system to automatically evaluate data and apply best-fit statistical models based on data type and volume.
- Leverage four new models—exponential smoothing, multilinear seasonal regression, Box-Jenkins ARIMA, and best pick—in addition to a weighted moving average.
- Adapt to changing data patterns.
- Robust new algorithms support the forecast parameters of NICE WFM and simulation of exact routing rules to generate extremely accurate staffing requirements.

SIMPLICITY
Enriched user experience

A clean, more modern user interface limits training time and allows employees to move smoothly and quickly between processes.

- Modernize with a clear, easy-to-use design.
- Train agents and supervisors quickly.
- Simplify navigation with a common look and feel across the entire NICE Workforce Optimization suite.

VISIBILITY
Enhanced real-time adherence

Increased visibility allows you to monitor back-office employees for real-time adherence as easily as you do the front office.

- Track up-to-the-moment data on employee process, self-reported activity, and time usage.
- Better manage blended agents by reviewing phone information alongside desktop activity and process information.
- Help managers understand why employees have left their desks.
- Keep customers happy by ensuring that employees get help when an action is taking too long.

RELIABILITY
Highly available

Market-standard resiliency and high availability ensure that your technology and teams are always ready to work.

- Minimize downtime with built-in redundancies and disaster recovery procedures.
- Ensure that employees continue to meet service-level objectives even if a component fails or a disaster strikes.
ENGAGEMENT
Gamification
Gamification within Employee Engagement Manager motivates employees and allows them to earn points or other rewards when they select shifts.

- Provide incentives to staff for hard-to-fill spots.
- Create a currency that agents can use for preferred schedules.
- Encourage improved performance.

ALERTS
Real-time diagnostics
Industry tools supporting SNMP allow you to ensure maximum uptime by catching system issues before they become critical.

- Easily monitor the status and health of your WFM suite.
- Notify IT managers when a potential issue arises and provide actionable reports to enable a speedy response.
- Enable IT to proactively address issues rather than relying on users to report problems.
- Minimize system downtime.

CONVENIENCE
Access anywhere
A constantly evolving mobile application empowers your workforce and enables employees to manage scheduling information on any iOS or Android phone.

- Effortlessly navigate with easy sign-in, clear features and automated alerts.
- Make scheduling changes directly in the mobile app.
- Provide easy access to daily and weekly views of activities, notes and details, and keep agents informed of schedule changes.
- Enable continuous delivery of new features.
Drive New Value Across the Organization

Because the contact center industry is always moving, NICE WFM 7.0 was built to adapt and grow as your organization does. Its framework easily integrates updates and add-ons to ensure that your workforce management solution is always prepared to tackle what lies ahead.

NICE WFM 7.0 was built with our customers in mind and offers features tailored to employees throughout the organization.

Customers
Ensure that customers are matched with agents who are best suited to address their needs, based on agent skills, workforce intraday trends and more.

Employees
The NICE WFM 7.0 mobile app offers an easy-to-use, scalable and secure solution – one that allows you to empower your workforce like never before. Setup and sign-in are simple, and agents can easily view actions and schedule changes from any iOS or Android phone.

Managers
NICE WFM 7.0 also introduces a revolutionary new level of transparency into back-office activities. Enhanced Real-Time Adherence provides visibility into productivity and the processes being performed, and for how long. Supervisors can view activities by employee, view information across the front- and back-office and create alerts to stay informed of activity.

IT Teams
NICE WFM 7.0 introduces new ways for IT managers to stay informed about the health status of the system with alerts and alarms, and upgrades to the tech stack minimize downtime.

Your Business
Enhanced forecasting supported by artificial intelligence enables increased accuracy of forecasts for better decision-making.

Upgrade to NICE WFM 7.0 to move into the future of workforce management.

About NICE
NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises 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.

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