



CXone WFM
Plan the Future Anywhere

Advance beyond manual workforce management

Enterprise-class workforce management technology is no longer out of reach for the small to mid-sized contact center.

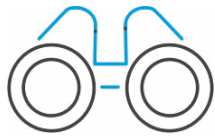
When it comes to managing your contact center's most valuable —and most expensive—resource, spreadsheets fall short. In today's multi-skill, multi-site and multi-channel operation, you need tools that are purpose-built to handle the complexities unique to your organization.

If you rely on manual, spreadsheet-based tools to manage critical tasks, like forecasting and scheduling, you've likely hit a performance plateau. To take your performance to the next level, your workforce management approach needs to evolve. NICE CXone WFM will propel you to the top.

NICE CXone WFM was built for the small to mid-sized contact center. The system empowers your organization with up-to-the-minute workforce management solutions without the long-term commitment, hardware investment, annual maintenance and upgrade hassles typically associated with enterprise-grade software. Instead it offers a cloud-based system with a rich, intuitive set of tools that simplify and streamline the job of managing your center's workforce. NICE CXone WFM fully integrates with your system to facilitate the most advanced data-sharing across all channels and provide a comprehensive view of your entire operation. It's a whole new level of control.



Advanced Forecasting for Short- and Long-term Planning



The NICE CXone WFM Forecaster offers the most robust tools on the market, allowing your organization to accurately and precisely forecast customer demand and single- and multi-skill needs. Forecaster's next-generation technologies include the most advanced time-series mathematical methods, such as Box-Jenkins ARIMA, exponential smoothing and multi-linear season regression, for optimal forecast accuracy.

Forecaster allows you to realize consistent customer service, improve retention and lower costs through market-leading capabilities:

- **Automated or manual ACD planning and skills-based routing:** Automatically gather historical activity from your ACD system or import it into Forecaster to generate expected call volumes and staffing and convert those call volumes into people with the right skills at the right time.
- **Special event period forecasting:** Extensive special event forecasting enables you to accurately forecast holidays, marketing campaigns and other calendar events.
- **Data aggregation and forecasting:** Forecast by day, week, month, quarter or year or in 15-, 30-, 45- or 60-minute intervals.
- **Automated extreme and missing data detection:** Improve the quality of data used in generating forecasts by automatically detecting and smoothing extreme outliers and missing values using advanced statistical techniques.
- **“What-if” forecasting and scenario analysis:** Generate an unlimited number of “what-if” scenarios without disturbing active forecasts.
- **Automated forecast accuracy tracking:** Easily evaluate the accuracy of short- and long-term forecasting efforts through automated analysis and tracking.



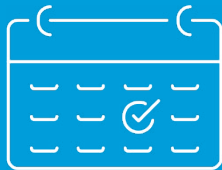
A WFM Solution Made for Small and Mid-Sized Contact Centers

- Implementation in mere minutes.
- An easy, intuitive user interface designed to minimize training requirements.
- Continuous delivery of features and benefits.
- No need to install and maintain hardware on your supervisors' and agents' computers.

Optimize Performance with NICE CXone WFM

- **Advanced Forecasting Algorithms**
Forecasting is one of the most critical steps in managing the contact center. Increase accuracy using sophisticated time-series forecasting, “what-if” modeling and automated analysis and tracking.
- **Multi-skill and Multi-site Support**
Generate forecasts at the enterprise level while locally managing agent schedules and performance across multiple locations.
- **Concurrent Schedule Optimization**
Achieve greater staffing efficiency over manual schedule assignment methods by generating agent schedules concurrently.
- **Multi-criteria Schedule Assignment**
Support for multiple assignment methods enables you to design work-rule parameters that meet the unique needs of your agents and your operation.
- **Intraday Performance Optimizer**
Proactively manage your contact center's performance with configurable intraday dashboards, schedule management and real-time adherence tools.
- **Agent Workstation**
Empower front-line supervisors and agents with tools to self-manage schedule exceptions, overtime, voluntary time-off (VTO) and more.
- **True Pure Cloud Solution**
With no WFM software to be installed (or servers to maintain), you can minimize ongoing IT support costs and focus on what matters.





With NICE CXone WFM You Can:

- Produce accurate forecasts based upon your center's history volume of interactions
- Generate efficient schedules using your work-rule parameters
- Proactively optimize intraday schedules and performance
- Empower agents to self-manage schedule availability

Are you ready to evolve your contact center beyond spreadsheet-based WFM? Schedule a demonstration and let us show you how NICE CXone WFM can help you act smarter and respond faster, for optimized performance.

About NICE systems

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of enterprise software solutions and is bringing about The End of Not Knowing by generating insight based on advanced analytics of structured and unstructured data. NICE solutions help the world's largest organizations deliver better customer service, ensure compliance, combat fraud and safeguard people. Over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.