



**WORKING FROM ANYWHERE  
REQUIRES YOU TO  
KNOW, GUIDE AND GAMIFY**



# 2020 WAS A YEAR LIKE WE HAVE NEVER SEEN

The pandemic completely changed how and where we worked. Entire workforces began working from home, creating unprecedented management challenges. As the months dragged on, it became clear that the situation could no longer be thought of as temporary and that effective, scalable and stable solutions needed to be found.

Many organizations and employees eventually discovered that remote working arrangements had their own benefits, which could be valuable well beyond the end of the pandemic.

While a return to the office is likely for most companies as the lockdowns end, greater workplace flexibility and working from home will continue to be the norm for many.

As this huge shift becomes more entrenched, several challenges facing remote employees and managers must be addressed for successful workforce performance management.

## The day-to-day challenges....







At the heart of most of the difficulties encountered in a remote workforce is a lack of clarity. One of the greatest sources of frustration is when both employees and managers are unable to identify what behaviors or problems are impacting performance. This frustration can lead to a downward spiral in terms of motivation, which in turn drives performance levels even lower.

When employees reach those depths, which could have otherwise been avoided with more shared knowledge, leaving the organization may be the next logical step.

To prevent that destructive cycle, as well as to overcome other challenges, organizations must reinvent themselves.

Necessary steps include providing better visibility into employee performance, more prescriptive guidance and engagement in coaching, as well as creating challenging, enjoyable activities geared toward performance and motivation.



# NICE AND THE REINVENTION OF WORK FROM ANYWHERE

NICE resolves the challenges of the remote work environment with a solution combining the power of NICE Performance Management (NPM) and the insights of Desktop Analytics. The solution analyzes the relationship between workforce management interaction data and application usage, providing organizations with the actionable intelligence they need.

# INCREASE VISIBILITY

by clearly identifying  
improvement opportunities



## Desktop activity and schedule states

Monitor browsing patterns and the use of different applications during the workday to identify gaps in knowledge



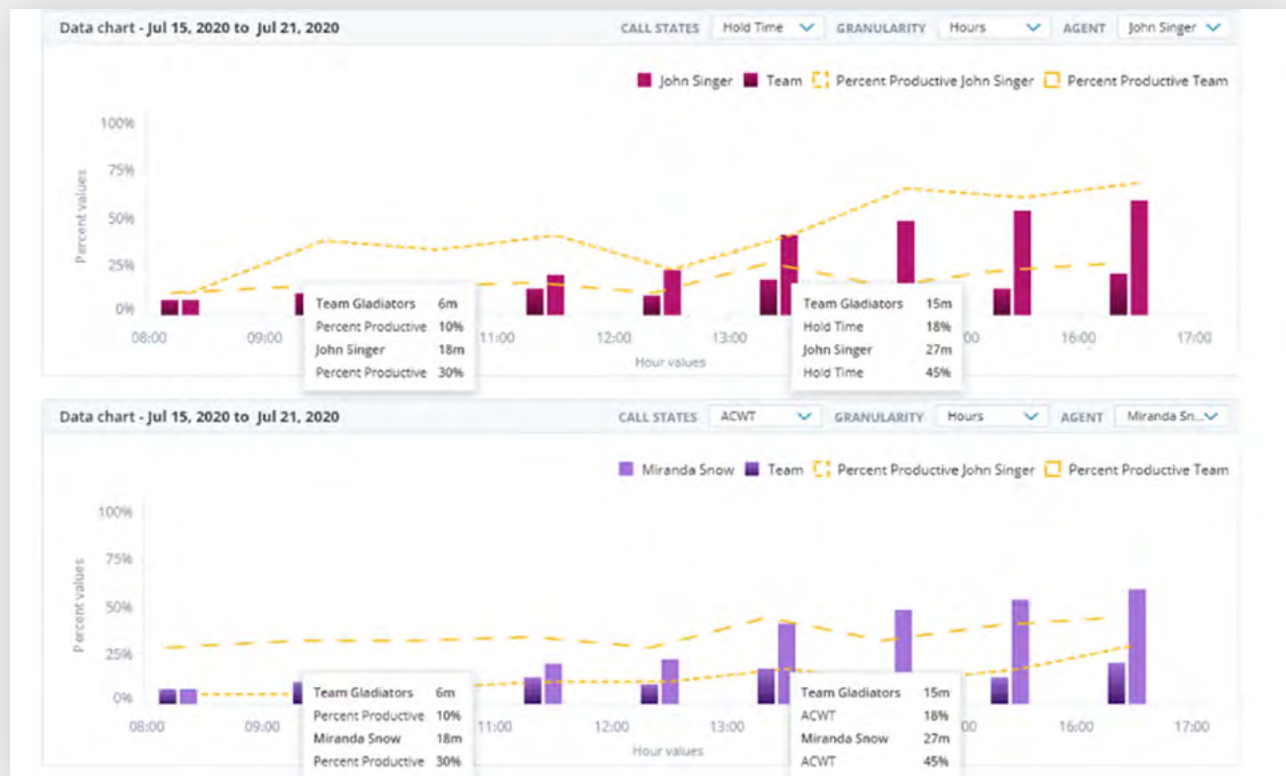
## Performance KPIs

Leverage business-based KPIs, such as AHT, productivity and adherence, to identify effective behaviors and provide focused direction



## Blended office environment

Provide a holistic view of the blended office and workforce, so as to better manage performances and skill gaps







# PERSONALIZE GUIDANCE

to focus employees on improving  
their performance



## Targeted coaching

Provide feedback and direction to employees based on trends and deviations from expected targets and behaviors



## Best practices library

Provide employees with instructional content and real-world examples of best practices to bridge gaps in skill and accelerate performance improvement



## Employee dashboards

Share personalized dashboards that empower employees with the insights they need to independently adjust course and improve performance

# MOTIVATE ACHIEVEMENT

with engaging activities and  
friendly competition to meet goals



## Employee experience

Use challenging and rewarding activities to improve employee engagement and foster team collaboration



## Trivia and pursuits

Tailor challenging pursuits and educational activities, with variable content and durations, to each employee's personality type, for the best possible impact



## Reward success

Apply points and badges of distinction for exemplary efforts and accomplishments, to continuously motivate and engage employees



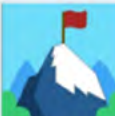
## NPM marketplace

Award superior performance with points that can be used for real-world benefits, increasing employee satisfaction and motivation


Pursuits +

Browse Pursuits


ACTIVE	TOTAL	COMPLETED	STATUS	
2	6	2	Show All	Search pursuit by name




**Reduce AHT by 20%**  
Jan-19-2021 to Mar-19-2021  
75 Points  
In Progress 0/2




**Increase Sales Chats**  
Dec-17-2020 to Jan-01-2021  
90 Points  
Retired 0/1



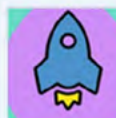
**Highest Engagement**  
Nov-10-2020 to Dec-31-2020  
60 Points  
Retired 0/1



**Coaching Journey**  
Oct-30-2020 to Nov-20-2020  
100 Points  
Retired 1/2



**Most Improvement**  
Nov-09-2020 to Dec-06-2020  
70 Points  
Completed 2/2



**Employee of the Month**  
Nov-01-2020 to Nov-30-2020  
50 Points  
Completed 1/1

Page 1 of 1

1 - 7 of 7 items



# TO LEARN MORE ABOUT THE NICE WORKFORCE PERFORMANCE SOLUTION

for the new era, please [click here](#) or reach out  
to a NICE sales representative

## 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.

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