

NICE®



FORECASTING



BUSINESS LEADERS WORLDWIDE
RELY UPON THE UNMATCHED
PRECISION OF THE NICE WFM
FORECASTING PLATFORM.



FORECASTING

SEASONED CONTACT CENTER PROFESSIONALS KNOW THAT AN OPTIMAL CUSTOMER EXPERIENCE BEGINS WITH AN ACCURATE FORECAST. WHETHER YOUR EMPLOYEES HANDLE IMMEDIATE RESPONSE CONTACTS, LIKE CALLS AND WEB CHATS, OR DELAYED RESPONSE TASKS, LIKE EMAILS AND BACK-OFFICE WORK ITEMS, NICE WFM'S PATENTED FORECASTING TOOLS ENABLE YOU TO ACCURATELY CALCULATE RESOURCE REQUIREMENTS FOR YOUR ENTIRE ENTERPRISE.



AUTOMATICALLY COLLECT HISTORICAL DATA FROM ALL YOUR CONTACT SOURCES INCLUDING ACD'S, OUTBOUND DIALERS, MULTI-CHANNEL ROUTING PLATFORMS AND BACK OFFICE EMPLOYEE DESKTOPS.



CREATE LONG-TERM PERSONNEL PLANS IN SUPPORT OF YOUR CONTACT CENTER'S RECRUITING EFFORTS AND ENSURE YOU HIRE THE RIGHT NUMBER OF RESOURCES AT THE RIGHT TIME.



ACCURATELY CALCULATE RESOURCE REQUIREMENTS CONSIDERING THE EXACT ROUTING RULES, AGENT SKILLS AND WORK RULES OF YOUR CONTACT CENTER ENVIRONMENT WITH MULTI-SKILL SIMULATION.



USE MULTI-SKILL RE-SIMULATION TO IDENTIFY HOW INTRADAY CONTACT VOLUME TRENDS AND CHANGES IN AGENT RESOURCE AVAILABILITY IMPACT COVERAGE ACROSS THE ENTERPRISE.



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GATHER DATA FOR ALL INTERACTION CHANNELS & WORK TYPES



Ensuring the quality of an omni-channel customer experience begins with considering the requirement needs of all contact channels and work types. Beyond gathering historical call data from automatic call distributors (ACD's), your workforce management system must be capable of collecting and interpreting data from all of your customer contact channels.

NICE WFM makes omni-channel data collection possible. The system has standard interfaces to over 100 ACD's, contact routing platforms and outbound dialers in order to seamlessly capture both historical and real-time data for contact work types and employees. Optionally, NICE's Real-Time Activity Monitor (RTAM) is capable of capturing work type data directly from back-office processes and applications. NICE even makes it possible to collect manual activities by enabling employees to log their time into integrated Employee Work Journals.

ACCURATELY PROJECT LONG-TERM RECRUITING & HIRING NEEDS



Before the first agent is scheduled, you need to have the right number of resources on hand. Recruiting and hiring are lengthy processes requiring considerable lead-time, so it's important to stay ahead of the curve and anticipate your business's long-term staffing needs. But the tools you use to calculate interval requirements for scheduling are often not sufficient when used to create long-term plans.

NICE WFM's Personnel Planner is purpose-built for long-term resource planning. In addition to service level goals, historical multi-channel contact volume and handling time trends, the NICE Personnel Planner makes it easy to incorporate other factors such as multi-skill efficiency, overhead, attrition and average hourly wage rates. Toggle effortlessly between daily, weekly and monthly views. Project resource budgets up to 5 years into the future and quickly generate multiple "what-if" staffing scenarios that can be converted into active scheduling requirements with the touch of a button.

CALCULATE INTERVAL REQUIREMENTS WITH GREATER PRECISION



Today's omni-channel and multi-skill routing platforms have the potential to deliver many benefits in terms of increased employee utilization and contact handling efficiency. But with these benefits come forecasting and scheduling challenges not all workforce management systems are equipped to handle.

Only NICE WFM's patented multi-skill simulation approach is capable of addressing the complexities of today's omni-channel environments. Unlike other systems that use artificial skill-group models to approximate agent skills and routing rules, NICE WFM simulates your contact center's exact routing rules and agent skill assignments to calculate precise multi-skill efficiencies for each contact type as well as determine skill-usage estimates for each agent. Greater resource requirement accuracy improved scheduling efficiency and enhanced intraday visibility into coverage for each contact type and channel is the result.



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ANTICIPATE & PREPARE FOR THE IMPACT OF INTRADAY CHANGE



Without the aid of a crystal ball, no forecasting tool can predict with 100% certainty the changes your contact center will encounter once the day actually arrives. But sophisticated workforce management tools enable you to anticipate the impact of customer volume and agent availability changes making it easier to proactively optimize intraday staffing.

NICE WFM automatically re-forecasts contact volumes, handling times and resource requirements after every interval passes. In addition to viewing each agent's skill usage estimates directly from the screen, the system enables you to periodically re-simulate the percentage of time agents are expected to spend on their various contact types so you can maintain the accuracy of staffing lines and projected results. When this capability is combined with the optional Employee Engagement Manager, intraday coverage is automatically optimized to ensure you have the right number of resources in place as conditions change.

FLEXIBILITY. EFFICIENCY. EFFECTIVENESS. THAT'S WHAT NICE WFM DELIVERS.

NICE®

ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video.

NICE's solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com

For the list of NICE trademarks, visit <http://www.nice.com/nice-trademarks>

ABOUT VOICE PRODUCTS

Voice Products has been selling and servicing products nationwide for voice, video and call recording since June 1990. More than 4,000 customers in public safety and other industries entrust their customer interaction solutions to Voice Products. Headquartered in Wichita, KS with sales and support offices located strategically throughout the US, Voice Products prides itself on providing the best possible customer experience in order to develop a long-term and beneficial partnership with their clients. For more information, visit www.voiceproducts.com.

VoiceProducts

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