Workforce Engagement Management (WEM)

for Mid-Market Contact Centers

Turn mountains of data into actionable insight

From NICE, the leader in contact center business performance solutions, comes Workforce Engagement Management for mid-market contact centers—designed to empower small to mid-sized organizations with up to 500 agents.

Whether your need is powerful on-premise functionality or a combination of on-prem and cloud-based technologies, NICE solutions will maximize your existing infrastructure and enable your Contact Center to work smarter. Capture, analyze and apply agent performance metrics and customer experience insights from multiple sources to:

- Improve scheduling and forecasting

- Enforce performance standards and compliance

- Deliver consistently excellent customer service every time.

NICE Uptivity

Mid-market value.
Enterprise results.

With NICE Uptivity WEM, mid-market contact centers have a leg up over common hurdles like budget limitations, decentralized operations, compliance mandates, and on-demand access to valuable data analytics. Uptivity's on-premise solutions give you flexible, affordable, easy tools for capturing customer interaction data and transforming it into better agent performance and customer satisfaction.

Enjoy the rich functionality you'd expect from enterprise-grade WEM technology made to fit the SMB environment:

- One, complete source of insight for managing your core operations and compliance

- Consistently exceptional customer experiences, driven by accurate data and insights

- An empowered workforce and enhanced performance with real-time data analytics for both agents and management

NICE Uptivity WEM product suite

Uptivity Interaction Recording

Accurate customer experience data you can use

NICE Uptivity Interaction Recording solutions enable you to engage and capture valuable customer communications whether by voice or on screen.

- Call Recording lets you schedule recording based on defined variables, priority rankings and more, so critical calls are always captured and stored accordingly.

- Desktop Recording offers full-motion video with synchronized audio recording to create a comprehensive view of on-screen interactions. Identify workflow issues, improve training and monitor/manage email and chat usage.

- Desktop Analytics lets you acquire valuable data for higher quality management and better workforce management decisions, while securely storing those recordings according to PCI Compliance standards.

Uptivity Quality Management

Set the bar for call center quality and achieve it

NICE Uptivity Quality Management provides your quality assurance and management staff with a clear way to evaluate employee performance, identify top performers, ensure adherence to corporate procedures, and deliver on customer satisfaction with every interaction. Engage agents in the QM process to drive their accountability using integrated dispute/arbitration and agent self-evaluation and personalized feedback—all integrated in the portal.

The integrated Uptivity Coaching module enables you to deliver tailored learning opportunities to help underperformers grow and excel.

Uptivity Performance Management

A consolidated view for greater engagement, visibility, and accountability

NICE Uptivity Performance Management provides contact centers with a customizable dashboard of key performance metrics (KPIs) consolidated from multiple existing ACD sources, including Avaya, Cisco and others. Through desktop tickers, consolidated reporting, and customizable dashboards, you're empowered with the real-time data you need to stay informed and ready to respond to performance issues as they arise.

Uptivity Analytics for Speech and Screen

What could your customer calls be telling you?

NICE Uptivity Analytics unlocks the hidden value within recorded voice and on-screen interactions between agents and customers. Our Speech Analytics combine best-of-breed technologies like Phonetic Indexing and Speech-to-Text Transcription (STT) to quickly categorize and analyze your voice communications.

With Desktop Analytics, you can monitor an agent's screen during customer interactions, making it easy to search, analyze and report on similar call types, then implement better agent tactics going forward.

NICE Voice of the Customer Solutions

Hear what customers are telling you

For the most accurate feedback, you go to the source—your customers. Available as an on-premise or hosted software solution, NICE Uptivity Survey lets you create multiple, custom surveys using our web-based survey builder—from basic to more interactive.

Go a level deeper with NICE Satmetrix, to gather customer feedback in real-time, across all channels and touchpoints, improving both the rate and quality of survey responses.

NICE CXone Pro:
Move toward the cloud but keep one foot on the ground

NICE CXone Pro combines functionality from our Uptivity product suite with operational efficiencies found only in the cloud, helping you maximize your existing on-premise infrastructure and technology investments.

NICE CXone WFM Pro

Reach new heights of operational excellence in the cloud

CXone WFM Pro empowers your organization with up-to-the-minute workforce management capabilities without the long-term commitment, hardware investment, annual maintenance and upgrade hassles typically associated with enterprise-grade WFM software.

Simplify and streamline your entire contact center operation, fully integrating WFM with your existing ACD system for the most advanced data sharing across all channels and a whole new level of control.

NICE CXone Quality Management (QM) Pro

Automate and elevate quality across your contact center

CXone QM Pro helps contact centers of all sizes reach an optimal level of quality management automation and performance. Enjoy greater visibility into workflows, interactions and agent performance by way of customizable dashboards that let you manage your agents' effectiveness—from big picture strategy to the smallest detail.

Learn more about our leading WEM solutions for mid-market contact centers at **www.NICEUptivity.com.**

About NICE Uptivity

NICE Uptivity, part of the industry-leading NICE suite of contact center technologies, provides workforce engagement management tools designed precisely for the mid-market—complete, flexible, easy-to-use—to drive stronger operational performance and better customer experiences.

www.NICEUptivity.com

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