

NICE[®]

WFM

**NICE WORKFORCE
MANAGEMENT**

NICE WORKFORCE MANAGEMENT: #1 FOR A REASON

Industry analysts and end-users agree: NICE Workforce Management (WFM) is the most comprehensive and configurable solution on the market. For years, the NICE WFM solution has attracted the world's largest community of passionate contact center professionals. Why? Because no other WFM solution helps them achieve their operation's specific objectives better than NICE WFM.

DISCOVER THE VALUE OF NICE WFM

Over 2000 companies and 2 million workforce professionals can't be wrong. Here are three top reasons they choose NICE WFM:

1

UNPARALLELED CAPABILITY TO SUPPORT COMPLEX ENVIRONMENTS

Whether you operate a single-site contact center or a global omni-channel enterprise, you can tailor NICE WFM to support the forecasting, scheduling and real-time needs of your specific environment.

2

SELF-SERVICE TOOLS TO EMPOWER AGENTS & DRIVE EMPLOYEE ENGAGEMENT

NICE understands the impact engaged employees have on customer experience and equips your front-line staff with tools designed to empower the "next-generation" workforce.

3

EASE OF INTEGRATION WITH NICE WFO PORTFOLIO & THIRD-PARTY APPS

Leverage and maximize the data contained in NICE WFM by integrating with existing applications and other solutions from the NICE Workforce Optimization portfolio.

UNPARALLELED CAPABILITY TO SUPPORT COMPLEX ENVIRONMENTS

Your customers' needs are unique and so are the needs of your contact center. Whether you manage an operation of 500 agents or 5000, it's important to have a workforce management system that can be tailored to support the specific forecasting, scheduling and change management needs of your organization. Configurable NICE WFM capabilities include:



PATENTED MULTI-SKILL SIMULATION

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, only NICE WFM's patented simulation tools enable you to accurately calculate resource requirements for your entire enterprise based upon exact routing rules, agent skills, skill levels and scheduling availability.



FLEXIBLE FEATURE-RICH SCHEDULING

Support for virtually any scheduling methodology lets you select the approach that best meets the needs of your customer, your business and your employees. Automatically assign schedules considering date-based agent work rules, skills, availability and preferences or enable agents to bid for schedules directly from their desktop. The ability to use different approaches for different departments, locations and individuals makes NICE WFM the go-to enterprise solution for scheduling contact center, back-office and branch employees.



MANAGE CHANGE WITH GREATER EASE & EFFICIENCY

NICE WFM automatically recalculates contact volumes, handling times, resource requirements and projected service-level results after each interval passes. Combined with multi-skill re-simulation, NICE enables you to identify how intraday contact volume trends and changes in agent resource availability impact coverage across the enterprise. Leverage intraday automation rules-based decisioning to proactively uncover staffing gaps, identify solutions, execute schedule changes and send automatic performance alerts.



MAXIMIZE PRODUCTIVITY WITH REAL-TIME ADHERENCE

Productivity is dramatically increased when supervisors are able to verify that all employees, regardless of work type, are following scheduled assignments. NICE WFM captures real-time data streams from multiple ACDs (Automatic Call Distributors), predictive dialers, multimedia routers, and the employee desktop to give managers a comprehensive view of employee activity—even in blended environments where people handle both inbound and outbound calls and back office work items.

SELF-SERVICE TOOLS TO EMPOWER AGENTS & DRIVE EMPLOYEE ENGAGEMENT

The more a workforce management solution is used in your organization, the more impact it can have on your company's success. That's why NICE WFM has been designed with all users in mind. Features designed to empower front-line employees include:



WEBSTATION PORTAL

Employees are able to see their schedules, bid for shifts, and request time off by utilizing WebStation Portal. WebStation makes it easy for employees to interact with WFM schedules and data, and it can also be connected to NICE Performance Management and NICE Incentive Compensation Management, so employees can keep tabs on their progress (behavioral and financial).



TIME OFF MANAGER

WebStation allows employees to automate time-off and holiday planning. They can view an up-to-date summary of their earned, taken, planned and remaining time off. This feature can also be configured to auto-process requests in batches, or first-come-first-serve, according to company policies and time-off remaining. This feature is one more way NICE WFM enables employees to take ownership of their schedule.



WEBSTATION COLLABORATION

New features like chat, wikis and blogs can now be added to the foundation WebStation portal to increase collaboration amongst employees. Because they are managed within WebStation, employees can easily share ideas and best practices. Collaboration can even extend to polls that you can easily add to WebStation enabling you to gather "instant intelligence" by asking frontline employees about volume spikes, backlogs and other issues.



AVAILABILITY POINTS

NICE WFM enables you to reward employees for great performance with Availability Points. The organization can ensure they have covered service requirements and then allow employees to use points to 'bid' for their preferred shifts. This scheduling aid can work hand-in-hand with your organization's existing incentive programs and allows you to recognize top-performing agents.



EMPLOYEE ENGAGEMENT MANAGER

Remedy intraday coverage gaps and take scheduling flexibility to the next level with NICE WFM's Employee Engagement Manager. Increase satisfaction by enabling agents to view and select pre-approved schedule change opportunities tailored to their skills and preferences directly from their mobile device. In addition to empowering your agents to manage schedules anytime, anywhere, all schedule updates are automatically processed in order to minimize administrative effort.

EASE OF INTEGRATION WITH NICE WFO PORTFOLIO & THIRD-PARTY APPS PORTFOLIO INTEGRATION

You can unlock a huge amount of value in your organization by making WFM the central hub of a Workforce Optimization (WFO) platform. NICE WFM integrates with more routers, recording solutions, coaching tools, and email management systems than any other solution. When used as part of a platform, rather than stand-alone silo, WFM is able to support the larger business initiatives and objectives of your organization. Here are some ways NICE WFM can be leveraged as part of a WFO platform:



SMARTSYNC

NICE WFM offers a set of APIs that allow seamless data exchange with other contact center, back office and branch applications. SmartSync enables your systems to communicate with one another to reduce manual processes, data entry, risk and cost.



PERFORMANCE MANAGER MODULE

NICE Performance Manager Module (PMM) is a lighter weight version of market-leading NICE Performance Management, designed specifically for NICE WFM. PMM presents every employee in your organization with visibility into their performance across WFM, ACD and Quality metrics. It helps supervisors target their efforts towards the people and issues that need the most attention. NICE PMM is a powerful step towards using WFM data to build a performance-driven culture.



REAL-TIME IMPACT

Real-time desktop monitoring, in combination with WFM, delivers new insight into employee productivity killers. By connecting NICE WFM to NICE Real-Time Impact, an organization can see how employees are really spending their time, and develop objective measurements to assess real employee efficacy and efficiency.



INCENTIVE COMPENSATION MANAGEMENT

NICE's flagship compensation management solution can be presented via the same portal as NICE WFM. By utilizing this solution, your service and salespeople can see their schedule, their performance and their compensation in one place. Your organization can more easily connect WFM and performance to individual incentives and recognition.



ANALYTICS

NICE WFM generates a massive amount of data. NICE's Analytics solutions can help you use that data to further fine-tune forecasts. Analytics help you determine the root cause of repeat calls, high handle times, customer dissatisfaction and other issues that may be partially resolved by changing forecasting parameters and employee work rules. Ultimately, NICE WFM and Analytics work together to deliver a better customer experience at lower cost.

WORKFORCE MANAGEMENT

CUSTOMER SATISFACATION DRIVES EVERYTHING WE DO

IT'S TIME TO ASK...



Can your existing WFM system truly support the complexity of your organization?



Does it provide you with the tools needed to engage and empower your entire workforce?



Are you able to leverage it as part of a bigger Workforce Optimization initiative at your center?

If not, perhaps it's time to take a new look at NICE WFM. Year after year NICE WFM remains number one in market share and customer satisfaction for a reason. Contact us today and let us show you why over 2000 customers choose NICE WFM.

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

VOICE • VIDEO • DATA

CONTACT

Voice Products Inc.
8555 E. 32nd St. N. | Wichita, KS 67226
800.466.1152
sales@voiceproducts.com
www.voiceproducts.com