

NICE WORKFORCE OPTIMIZATION

NICE WFO

is comprised of tightly integrated solutions, enabling organizations to improve agent productivity, identify performance gaps, deliver targeted coaching, and effectively forecast workloads and schedule staff.

SOLUTION BENEFITS: ACHIEVE OPERATIONAL EXCELLENCE

Although each application represents a best-of-breed solution, when used together, organizations realize greater value and gain a more holistic view of their contact center that allows you to:



OPTIMIZE OPERATIONAL PERFORMANCE AND REDUCE COSTS

Manage agent and workflow processes across various functions providing a unified view of your contact center performance.



IMPROVE CUSTOMER EXPERIENCE & RETENTION

Turn customer interactions into actionable insights from identifying coaching opportunities to optimizing schedules by scheduling the right agent at the right time.



EMPOWER EMPLOYEES TO PERFORM THEIR BEST

Provide agents with insight along with a roadmap that ensures meaningful growth with rising levels of service.



ACCELERATE YOUR BUSINESS INITIATIVES

NICE is a recognized leader in the WFO market with more than 25,000 customers. The WFO suite is backed by global service and support and business consulting teams of experts that will help you to meet your goals.

WFO SOLUTION APPLICATIONS



WORKFORCE MANAGEMENT

Allows organizations to determine the number of employees required to meet forecasted volume, schedule workforce across skills, sites and channels, manage employee requests for time-off, monitor employee activity vs. schedule, and use intraday automation to adjust staffing requirements.



PERFORMANCE MANAGEMENT

Serves as a single source of truth for connecting employee performance data and goals with targeted coaching and gamification to motivate the right action.



QUALITY MANAGEMENT

Measure and improve agent performance with an automated quality process which aligns with your business initiatives.



INTERACTION ANALYTICS

Generate business and operational efficiency insight from customer interactions in an automated way using advanced speech and text analytics capabilities.



REAL-TIME SOLUTIONS

Make every agent a super-agent by providing them with process guidance and automation of their routine activities. Provide insights into their daily activities with desktop applications and processes, and place a spotlight on process best practices as well as productivity improvement opportunities.

KEY CAPABILITIES



NICE WORKFORCE MANAGEMENT

- Flexible multi-skill, multi-channel and multi-site forecasting
- Maximize productivity with real-time adherence
- Plan ahead with “What-if” forecasting activated with one button click
- Automated intraday reforecasting in real time
- Empower agents with collaboration, time-off and scheduling self-service tools via mobile or web portal
- Easily integrate with NICE portfolio or any third-party apps



PERFORMANCE MANAGEMENT

- Consolidated reporting with a single source of truth for goals and performance data
- Targeted coaching focused on the right people and topics, with the ability to track the impact of each coaching session
- Flexible goal-setting based on individual call types, customer data, performance, agent skills and more
- Motivate agents with gamification, applying game mechanics to workplace activities
- Provide instant visibility with supervisor and agent dashboards



QUALITY MANAGEMENT

- Manage the entire quality process from interaction selection-to-feedback and continuously monitor progress via NICE Patented Quality Planner
- Easily identify performance opportunities and high-impact interactions to target for quality and coaching by leveraging Interaction Analytics (IA)
- Automate reporting and dashboards to monitor progress on key metrics
- Analyze customer interactions and agent desktop activities to get a complete picture of the quality process
- Align quality processes with business initiatives and continuously manage to these goals



INTERACTION ANALYTICS

- Automatic categorization of calls based on out-of-the-box libraries and lexicons
- Reveal patterns and preemptively prevent customer churn, repeat contacts, and failed sales efforts
- Automated discovery of root causes and hot topics
- Operationalize insights by integrating analytics with quality and performance management
- Search and investigate massive amounts of customer interactions across multiple channels
- Intuitive user interface, making analytics accessible to all relevant stakeholders

REAL-TIME SOLUTIONS



REAL-TIME PROCESS OPTIMIZATION

- Guide employees toward the next-best-action by showing them scripts, disclosures, reminders and tips in real time to facilitate FCR and reduce handle time
- Automate agents’ routine processes, removing desktop complexities to eliminate errors and save time
- Personalize guidance according to agent skills, customer profile and interaction context

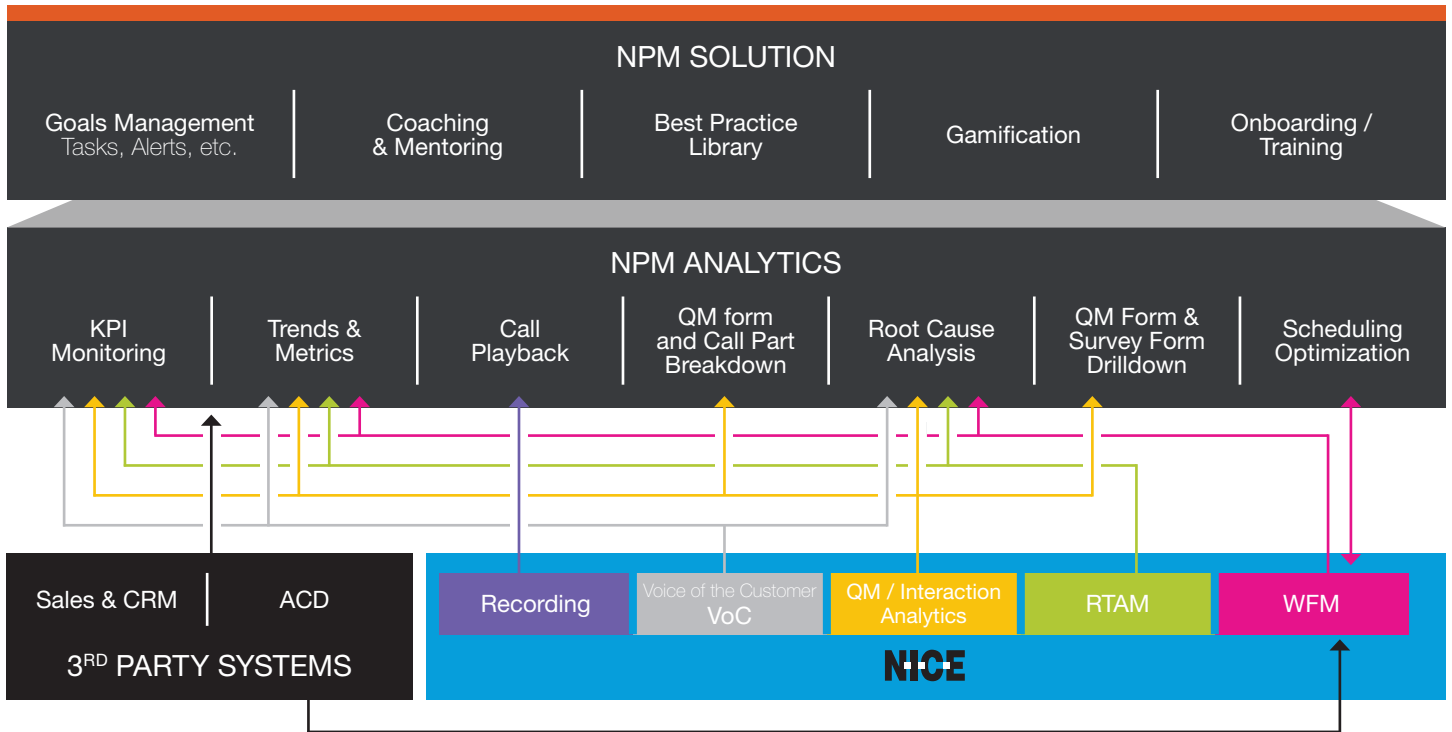


REAL-TIME ACTIVITY MONITORING

- Provide visibility into front and back office employee desktop activities
- Surface process inefficiencies and productivity improvement opportunities
- Facilitate quick analysis of application usage to improve business processes and efficiency
- Identify best practices based on top performers with a KPI-based process analysis



NICE PERFORMANCE MANAGEMENT (NPM) INTEGRATION



INTEGRATION EXAMPLES

- Review QM quality evaluation forms and listen to calls directly from a performance dashboard or report.
- Operationalize RTAM desktop analytics – the agent’s activity during and between calls – for corrective action.
- Monitor and operationalize Interaction Analytics (using speech analytics) in order to target areas for improving customer satisfaction.

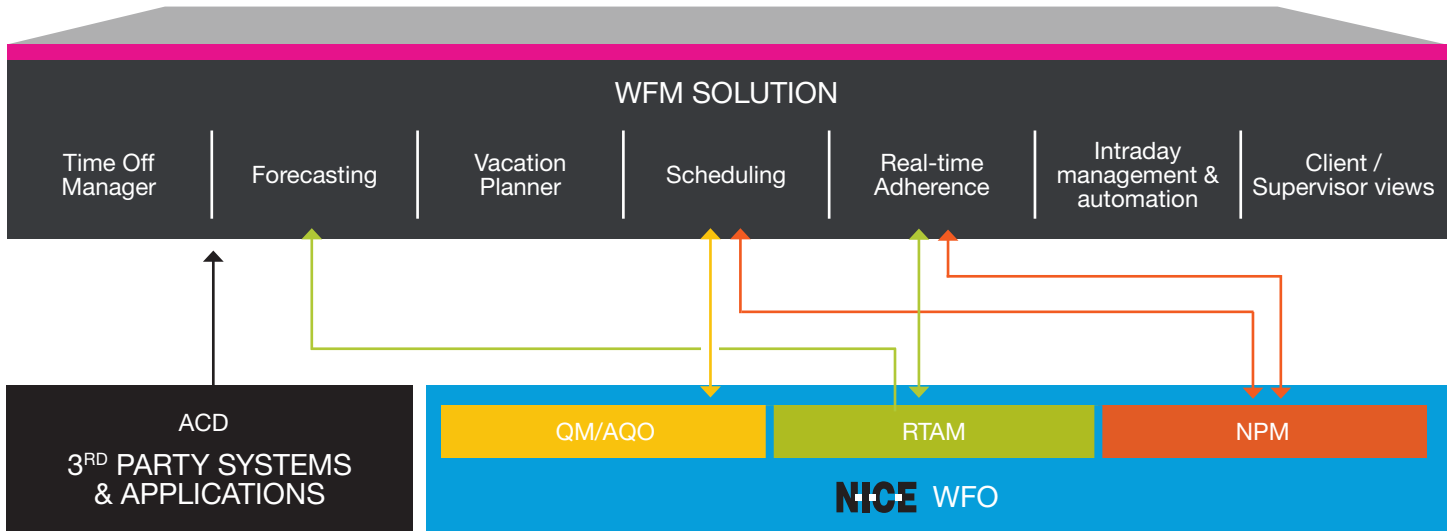
CUSTOMERS WHO’VE DONE IT:

WHO?	American Airlines 
HOW?	Performance Management
WOW!	Cut average training time by 3 months

WHO?	Canadian Financial Service Group
HOW?	WFM & Performance Management
WOW!	Improved adherence to 95%



WORKFORCE MANAGEMENT (WFM) INTEGRATION



INTEGRATION EXAMPLES

- Transfer agent data and skills from WFM to RTAM
- Transfer desktop data from RTAM to WFM for adherence metrics
- Deliver agent schedule & adherence to the Quality Management (QM) or Performance Management (NPM) dashboards

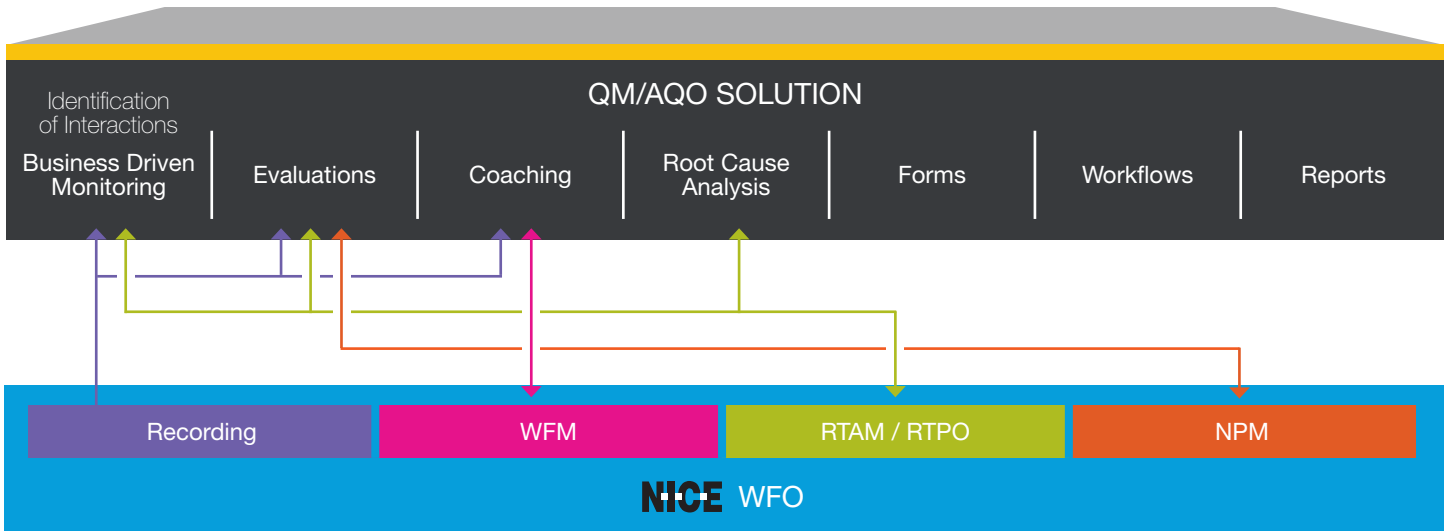
CUSTOMERS WHO'VE DONE IT:

WHO?	
HOW?	Interaction Recording, Quality Management, Interaction Analytics, Workforce Management
WOW!	More than \$7 million in ROI

WHO?	
HOW?	WFM & Performance Management
WOW!	Reduced AHT by 40% & enrolled the masses




QUALITY MANAGEMENT (QM) / ANALYTICS QUALITY OPTIMIZATION (AQO) INTEGRATION




INTEGRATION EXAMPLES

- Auto schedule coaching and feedback sessions based on quality scores
- Provide agent real-time guidance based on quality evaluation results
- Leverage desktop data for quality plan rules

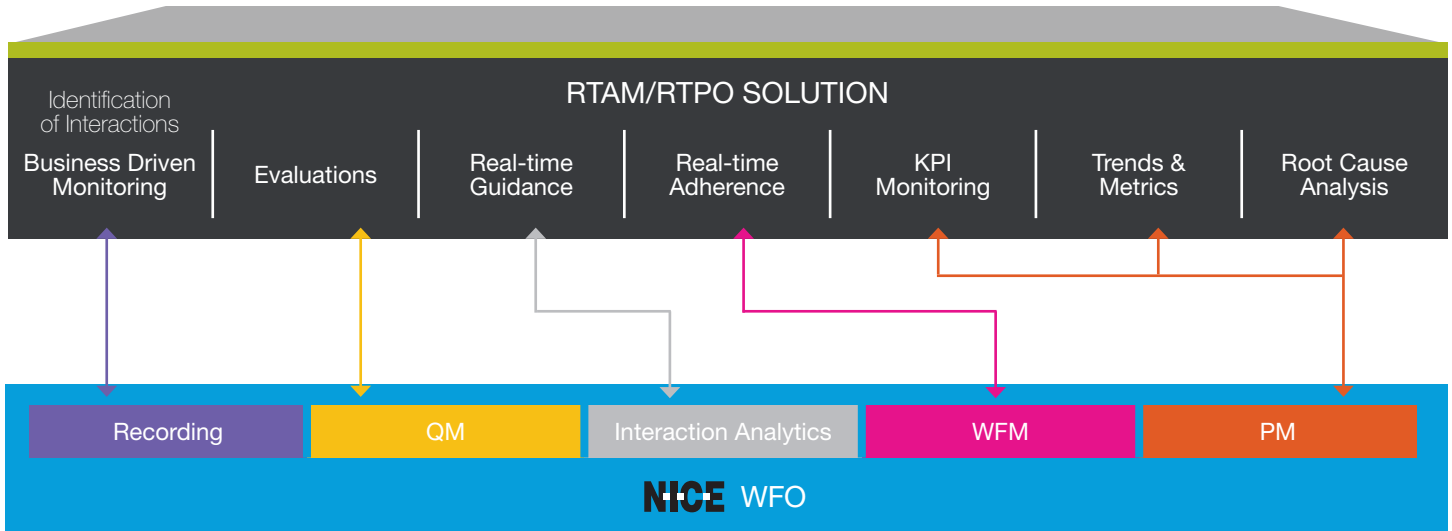
CUSTOMERS WHO'VE DONE IT:

WHO?	American Airlines 
HOW?	IA & QM
WOW!	38% reduction in AHT

WHO?	 DIRECTV
HOW?	QM/IA/PM
WOW!	Significant reduction in AHT



REAL-TIME ACTIVITY MONITORING (RTAM) / REAL-TIME PROCESS OPTIMIZATION (RTPO) INTEGRATION



INTEGRATION EXAMPLES

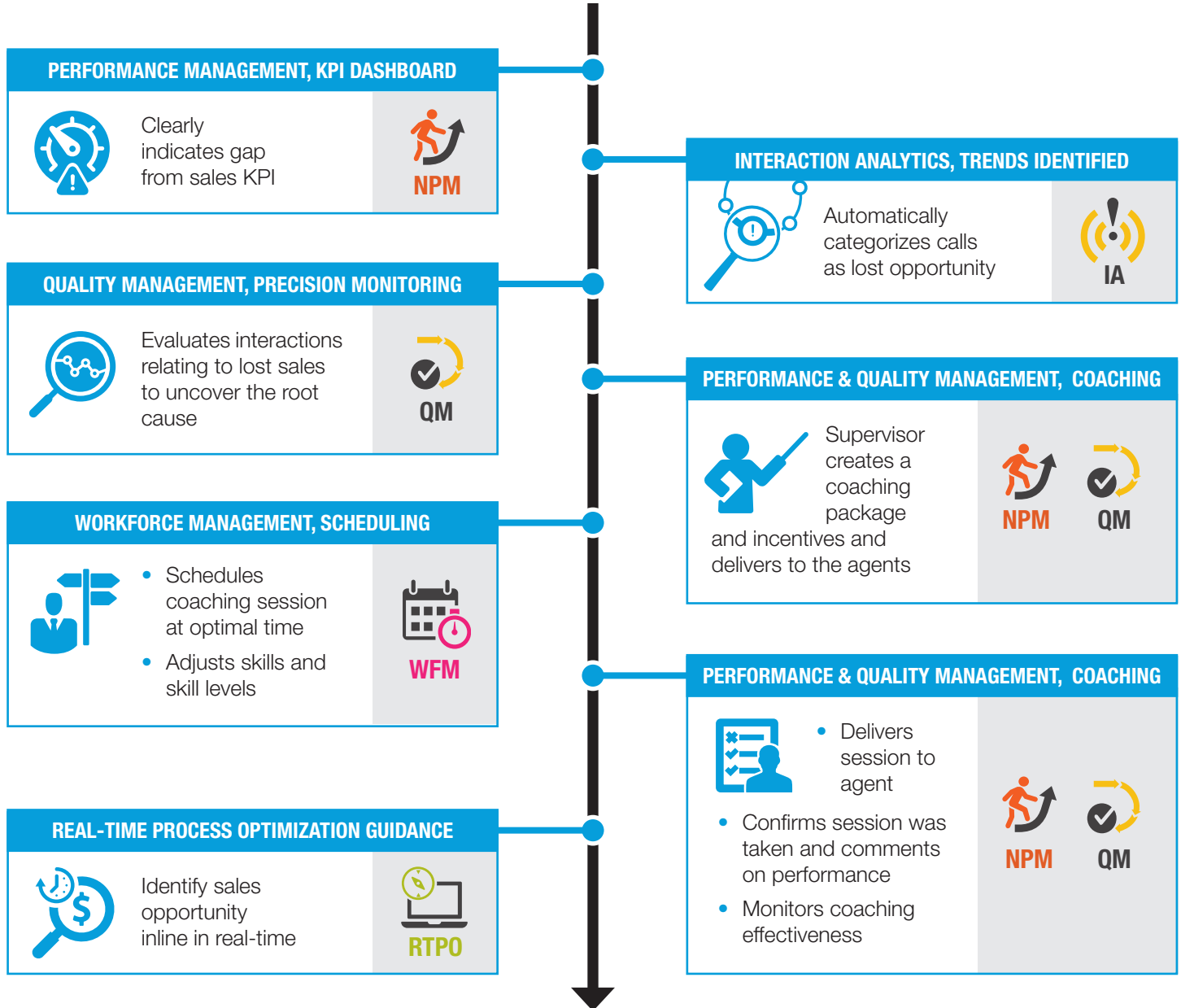
- Auto-start/stop recording based on desktop data
- Add desktop data for more accurate insights to Interaction Analytics
- Measure performance (using NPM) based on productive work

CUSTOMERS WHO'VE DONE IT:

WHO?	CableVisión	WHO?	AIG
HOW?	RTPO, IA and RTSA	HOW?	RTAM & WFM
WOW!	Escalations reduced by 45% & AHT reduced by 7 seconds	WOW!	Back Office real-time adherence

WFO INTEGRATION EXAMPLE: IMPROVE UP-SELL AND CROSS-SELL SUCCESS

↓ **SITUATION: LOST SALES OPPORTUNITIES**

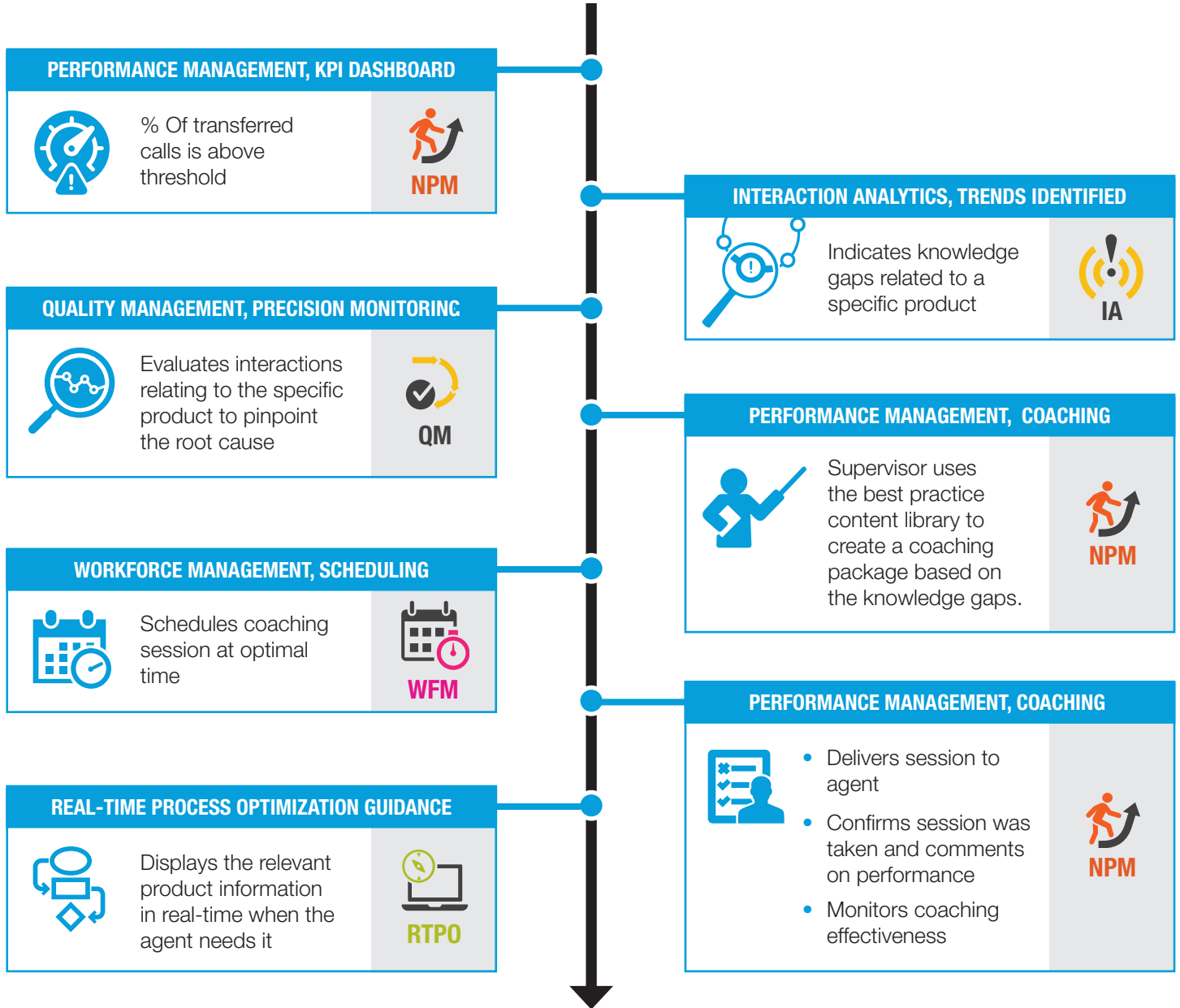


↑ **RESULT: WON SALES OPPORTUNITIES**

- **RIGHT-TIME INDICATION OF MISSED SALES OPPORTUNITIES**
- **INSIGHT FROM INTERACTIONS ENABLES FOCUS ON TOP CONTRIBUTING FACTORS**
- **PROACTIVE ACTION IMPROVES FUTURE SALES PERFORMANCE**

WFO INTEGRATION EXAMPLE: IMPROVE PRODUCT KNOWLEDGE

↓ **SITUATION: AGENT MISUNDERSTANDS CUSTOMER NEEDS**

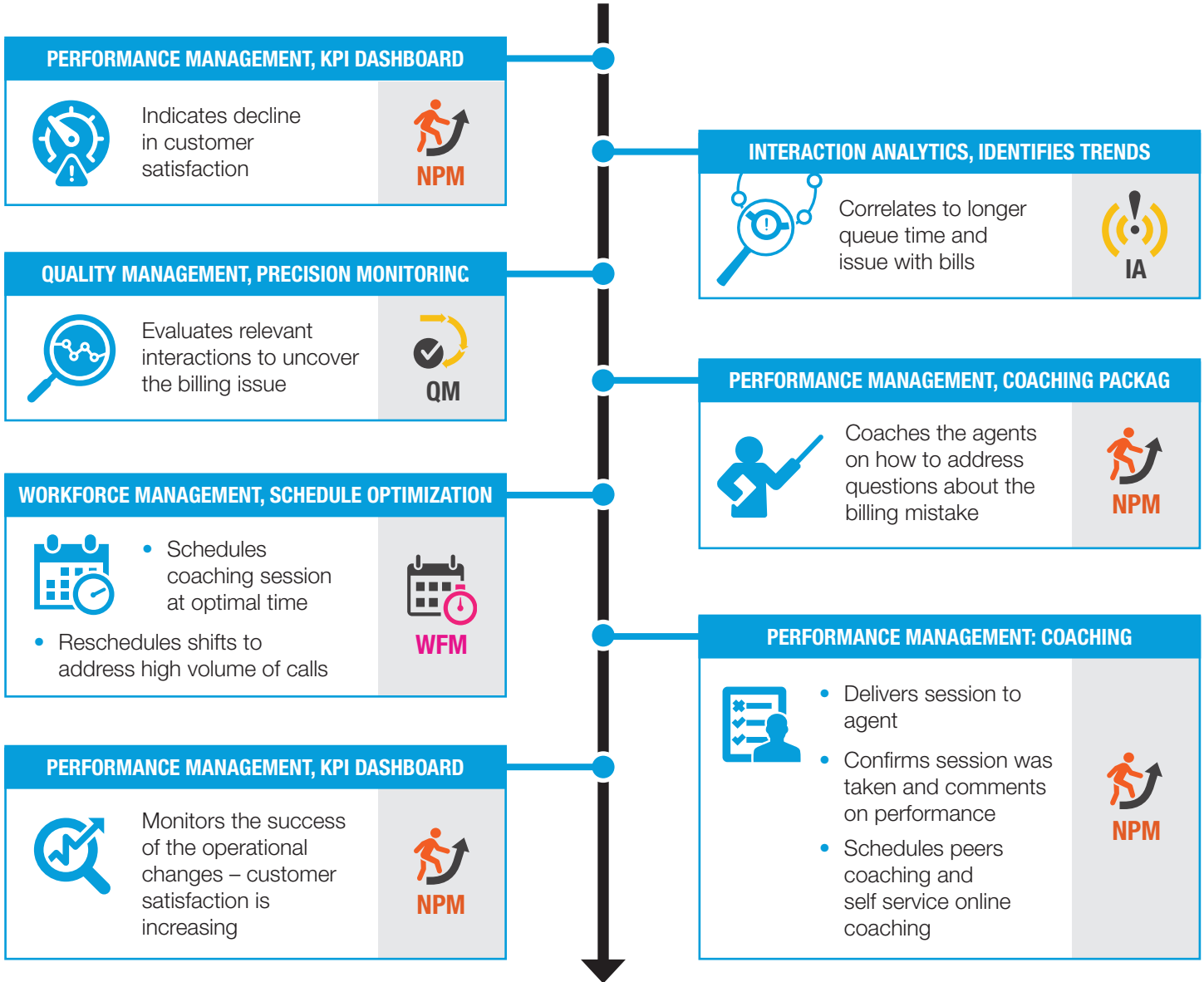


↑ **RESULT: AGENT ADDRESSES CUSTOMER NEEDS**

- IDENTIFIES THE ROOT CAUSE OF TRANSFERS
- COACHING AND REAL-TIME GUIDANCE BOOSTS AGENT PERFORMANCE AND IMPROVE CUSTOMER SATISFACTION

WFO INTEGRATION EXAMPLE: IMPROVE OPERATIONAL PERFORMANCE & CUSTOMER SATISFACTION

↓ **SITUATION: CSAT SCORES ARE DECLINING**



↑ **RESULT: INCREASE IN CSAT SCORES**

- IDENTIFIES BOTTLENECKS IN PROCESSES AND TAKES CORRECTIVE ACTION
- IMPROVES AGENTS EFFICIENCY
- REDUCES CUSTOMER EFFORT

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

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ABOUT NICE SYSTEMS

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 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

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

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