NICE inContact CXone
Workforce Management Pro
Generate the industry's most accurate forecast for all channels of customer interactions

CXone Workforce Management Pro is sophistication simplified: it reduces effort, streamlines the forecasting and scheduling process, and delivers the most accurate omnichannel forecasts in the industry. The simplified interface reduces the training requirement and skillset required to be proficient in managing the creation of forecasts and agent schedules. With patented forecasting algorithms, your organization will benefit from a variety of forecasting options to meet your business needs.

As a unified part of the CXone platform, this workforce management (WFM) solution streamlines administration and maintenance to reduce the effort and complexity of maintaining multiple user profile locations.

Improve forecast accuracy

Rather than chasing service levels or paying for excessive agent idle time, leverage the industry's most accurate forecast to achieve your service levels without over-staffing.

- Reduce headcount requirements to achieve service level objectives

- Gain a clear and trusted forecast to ensure you are correctly staffing without labor waste

- Includes the most advanced time-series mathematical methods, such as Box-Jenkins ARIMA, exponential smoothing and multi-linear season regression, for optimal forecast accuracy

BENEFITS

- Produce the most accurate forecast possible using your historical volume

- Generate efficient schedules using your specific work-rule parameters

- Proactively optimize intraday schedules and performance

- Empower agents to self-manage schedule availability
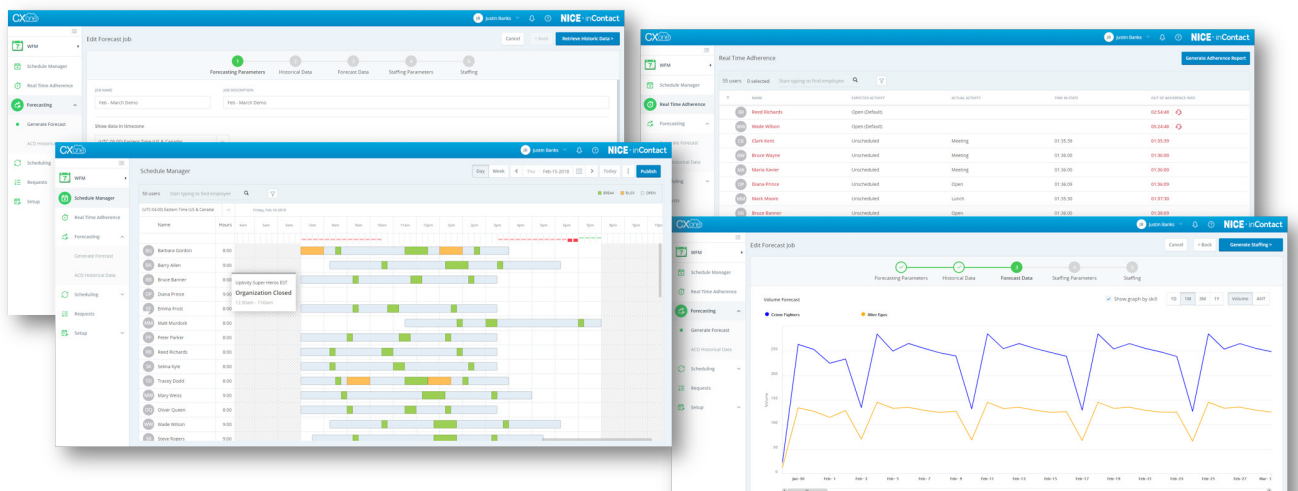
Create accurate forecasts using historical volumes, and manage agents' performance with schedule management and real-time adherence tools.

Increase revenue

It's tedious and time consuming to adjust your historical data prior to generating a forecast. With CXone Workforce Management Pro, you can reduce the effort to generate forecasts and schedules by eliminating manual calculations and adjustments.

- Minimize administrative effort to generate accurate forecasts and optimal schedules
- Train new or additional resources with ease

Future-proof your investment

Eliminate budget constraints that keep you from upgrading your on-premises technology regularly. With CXone Workforce Management Pro, you'll enjoy access to all new features as the technology evolves without paying any upgrade fees.

- Immediate access to all new features as they're developed ensures your operation will be at the leading edge of innovation
- Easy access and no download or hardware requirements minimizes your needs and simplifies the process

Advanced forecasting algorithms

Forecasting is one of the most critical steps in Workforce Management. CXone Workforce Management Pro uses patented technology that analyzes and compares your historical volume to multiple forecasting algorithms to identify the pattern that best matches your operation.

Multi-criteria schedule assignment

Support for multiple assignment methods enables you to design work-rule parameters that meet the unique needs of your agents and your operation. One size doesn't fit all situations – this added flexibility ensures your specific scheduling needs are met.

Intraday performance manager

Proactively manage your contact center's performance with configurable intraday views, schedule management, and real-time adherence tools. With an easy-to-navigate solution, you'll have access to all of the volume arrival, schedule adherence, and trends you'll need to effectively manage your operation.

Agent empowerment

Provide front-line supervisors and agents with powerful tools to self-manage schedule exceptions, overtime, voluntary time-off (VTO) and more.

True cloud solution

With no software to be installed (or servers to maintain), you can minimize ongoing IT support costs and focus on what matters.

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