

A vertical photograph on the left side of the page shows a close-up of a female call center agent wearing a headset with a microphone. She is looking down and to the right. In the background, another agent is partially visible. The image is overlaid with a blue gradient that matches the page's background.

Harness the power of the Cloud

to Empower and Engage Your Customers, Employees and Business

Today's contact center is increasingly challenged to do it all, for less. Organizations are facing new contact channels, complex skill set requirements and elevated customer expectations. At the same time, ongoing technology needs – deployment, software integration, updating and upscaling and system maintenance – can't be ignored.

To maintain your competitive advantage, you need simple, secure solutions that enable and engage your employees as effectively as they drive operational improvement. These solutions need to adapt and adjust to the shifting demands of the fast-paced modern contact center. You need reliable tools that drive empowerment and accountability, while minimizing up-front capital expenditures for the lowest possible total cost of ownership.

With NICE WFM in the Cloud, you can leave the infrastructure, management and maintenance of your workforce management solution to us. You can skip the lengthy software or hardware deployment and get started quickly, for a faster ROI and a better customer experience. You can harness the power of the cloud to manage your workforce like never before.

NICE WFM in the Cloud Offers Unparalleled Support for Your Complex Environment

NICE WFM in the Cloud eliminates the need to manage your organization's complex IT infrastructure and technologies. The most complete and configurable solution on the market, NICE WFM offers an unparalleled ability to fine-tune the most precise forecasts, enable efficient scheduling and engage employees. It empowers your organization's managers and executives to make the most informed decisions and gives employees the autonomy to self-manage shift scheduling and optimize their work-life balance. By taking into account agent skills, workforce scheduling trends and more, it helps ensure that customers are matched with agents who are best suited to address their needs.

Your customers' needs are unique and complex, and so are those of your contact center. NICE WFM in the Cloud is tailored to support the specific requirements of your organization. It can scale from a single site to a global omni-channel enterprise with ease. Simple, flexible and efficient, it keeps your workforce management operations running smoothly and securely, for less.

Realize the Advantages of Cloud-Based WFM



Simplicity

- No need to manage complex IT infrastructure and technologies
- End-to-end management of your environment by NICE's experts, including 24/7 monitoring and performance tuning
- Predictable, straight-forward pricing
- Easy-to-use interface for managers and employees



Flexibility

- Your choice of private, public or hybrid models
- Allows you to migrate to the cloud, or between cloud models, at your own pace
- Scalable, expanding or contracting as your business needs change
- Configurable forecasting, scheduling and change management



Efficiency

- Rapid deployments and roll-out
- Proactive maintenance by NICE experts
- Enables growth without service disruption
- Tools, automation and insight to optimize operations



Security

- WFM SSAE16 SOC2 certified
- Strict data management
- Encryption in transit
- Change control processes



Value

- OPEX model eliminates up-front costs
- Global coverage and disaster recovery protection
- Rapid time to market accelerates ROI
- Lower total cost of ownership management



Engagement

- Powerful tools for employee engagement
- Personalized displays and user-definable entity sets
- Ability for employees to own their schedule, time-off requests and adherence
- Automated, skill-based matching of customers to agents



Empower Your Business in the Cloud

Centrally forecast, schedule and manage contacts between multiple locations to ensure that site- and enterprise-level objectives are met.

FORECAST ACCURATELY:

Maximize productivity with unsurpassed accuracy

- Simulate real-world prioritization, routing and skill assignments to determine work allocation expectations, deferrable work propagation and multi-site/multi-skill efficiencies.
- Enable top-down and bottom-up insight into the entire plan for omni-channel, multisite, multi-skill operations.

SCHEDULE FLEXIBLY:

Manage backlogs and eliminate overstaffing

- Automatically assign schedules based on agent skillsets or allow them to bid on preferred times remotely.
- Support virtually any scheduling methodology or work-rule environment.
- Manage schedule updates with a highly interactive user interface that includes multiple summary views and “what-if” staffing scenarios that can be converted into active scheduling requirements.

MANAGE CHANGE PROACTIVELY:

Ensure you have the right resources in place as conditions change

- Monitor and proactively respond to changing conditions with intuitive intra-day change management tools.
- Minimize shrinkage and maximize employee performance and productivity by managing real-time adherence priorities and modifying schedules from a single screen.

A cloud-based solution designed for ease-of-use by the entire organization.

Maximize the benefits of cloud delivery.

NICE WFM captures live data streams and allows users to manage real-time adherence priorities and modify schedules from a single screen.

Optimize productivity with real-time adherence.

Admin capabilities ensure that roles and permissions can be managed with precision. A comprehensive set of configurable reports can be accessed anytime, anywhere.

Personalize administration and reporting functionality.

NICE WFM integrates with more routers, recording solutions, coaching tools and email management systems than any other solution. APIs allow seamless data exchange with other contact center, back office and branch applications, and SmartSync enables your systems to communicate with one another to reduce manual processes, data entry, risk and cost.

Optimize productivity with real-time adherence.

NICE WFM in the Cloud integrates with more routers, recording solutions, coaching tools and email management systems than any other solution. Contact center, back office and branch applications can exchange data seamlessly, and systems can communicate with one another to reduce manual processes, data entry, risk and cost.



Engage Your Employees in the Cloud

Self-service tools empower your workforce to manage work/life balance while minimizing administrative requirements. By creating clear guidelines up front, the WFM professional can streamline scheduling and automate otherwise time-consuming activities.

Employee Engagement

Takes scheduling flexibility to the next level with NICE WFM in the Cloud's Employee Engagement Manager. Employees can see their schedules, choose shifts, view available vacation opportunities and request time off. They can select pre-approved schedule change opportunities tailored to their profile and skills directly from their mobile device.

Supervisors can communicate time-off availability to agents and remedy intraday coverage gaps with mobile-friendly dashboards to monitor performance and provide real-time visibility into team communications. NICE WFM in the Cloud also allows you to reward top agents for great performance by letting them bid on preferred shifts with Availability Points.

The online portal links to NICE Performance Management and NICE Incentive Compensation Management, so employees can keep tabs on their progress. Add-on features such as chat, wikis, blogs and polling drive input and engagement.

Mobility

Enable employee engagement with a mobile application that is easy to use, scalable and secure. As the primary interaction between employees and WFM when away from the workstation, the cloud-powered tool is evolving to provide visibility into current schedules and notifications of schedule changes, enable schedule trades, manage time off and view key statistics.

Performance Management

Fuel a performance-driven culture with NICE performance management, which empowers agents with visibility and tools to manage their own performance across WFM, ACD and Quality metrics. Supervisors can also easily target the people and issues most in need of attention.

About NICE systems

NICE Systems (NASDAQ: NICE) is the worldwide leading provider of enterprise software solutions and is bringing about The End of Not Knowing by generating insight based on advanced analytics of structured and unstructured data. NICE solutions help the world's largest organizations deliver better customer service, ensure compliance, combat fraud and safeguard people. Over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies, are using NICE solutions.