NICE inContact CXone
Workforce Management
Get the smartest, most accurate forecasts, every time

NICE inContact CXone Workforce Management (WFM) helps you to anticipate business demands and optimize your workforce with the industry's most intelligent and accurate omnichannel forecasting engine. Patented AI and machine learning technology unlocks your workforce's potential and harnesses the true power of your organization's greatest asset—your people.

The modernized, intuitive interface reduces the training and skillset required to create and manage forecasts and schedules and improves agility with easy intraday capabilities. As a unified component of the CXone platform, CXone WFM is the first of its kind, streamlining and minimizing administration and maintenance and the complexity of managing teams across locations.

Improve forecast accuracy.

Leverage AI, machine learning, and over 40 patented algorithms to achieve your SLAs without overstaffing.

- Reduce labor waste with clear and trusted forecasts and enhanced schedules.
- Maximize headcount utilization with schedules that ensure agents are in the right place at the right time to handle voice and digital interactions.
- Improve omnichannel customer experience with multi-criteria schedule assignment to ensure you have the right-skilled agents staffed to support inbound channels and outbound activities.
- Includes the most advanced time-series mathematical methods, such as Box-Jenkins ARIMA, exponential smoothing, multi-linear season regression and Best Pick for optimal forecast accuracy.

● BENEFITS

- Produce the most accurate forecast possible, leveraging artificial intelligence and machine learning.
- Eliminate manual WFM processes.
- Proactively optimize intraday schedules and performance.
- Empower agents and supervisors with automated workflows, streamlined access to WFM functions, and ability to self-manage schedule requests, swaps and more.

Simplify workforce management activities.

Remove the need for specialized WFM expertise by eliminating manual calculations, adjustments and cumbersome steps.

- Forget manual WFM processes and spend less time creating staffing plans with an intuitive interface and workflow to generate and manage forecasts and create schedules.

Forecasting and Scheduling Management
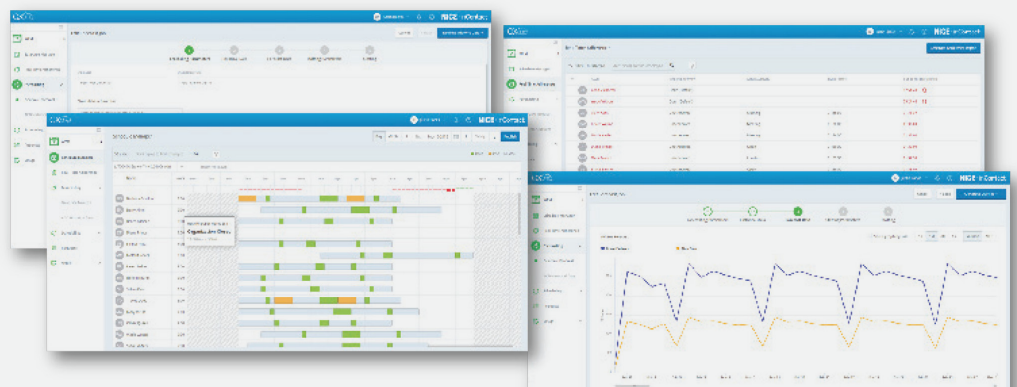
Create accurate forecasts using historical volumes, and manage agents' performance with schedule management and real-time adherence tools.

- Remove guesswork while ensuring the most accurate forecast with Best Pick™ technology, which automatically selects the best option out of multiple algorithms based on your historical data.

- Increase agility in responding to the unexpected with Intraday Grid, Intraday Reforecasting, Real-Time Adherence, and proactive notifications.

Empower agents and supervisors.

Agents, supervisors, and workforce managers all win with our unified, modernized interface and seamless workflows.

- Give agents more voice and flexibility in the scheduling process with agent-initiated schedule changes, peer trade requests, shift bidding, schedule rotations, and easy time-off requests process.

- Make it easy for agents to access all their workforce management functions from the MAX agent interface, including the ability to view and manage schedules and receive real-time notifications.

- Help WFM managers spot adherence and time utilization issues at a glance with interactive Business Intelligence reports and unified dashboards with drill-down.

Streamline administration

Administration and maintenance efforts are centralized within the unified, all-in-one CXone platform.

- Reduce onboarding and maintenance efforts with a single interface for WFM and all contact center applications—creating users in one system, one time.

- Eliminate data synchronization issues and the need to install and maintain third-party ACD integrations to get real-time and historical contact volume data.

- With a true cloud solution, realize benefits quickly with rapid deployment in days instead of months, and minimize ongoing IT support costs.

Time Utilization Report
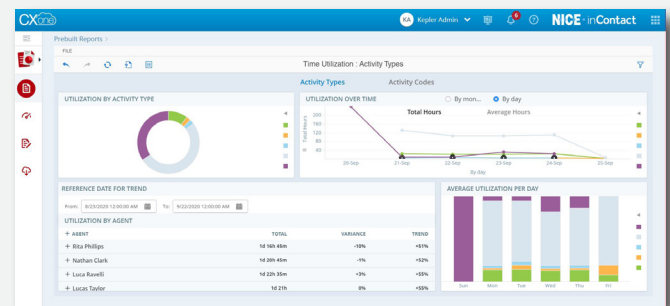
Agent Schedule
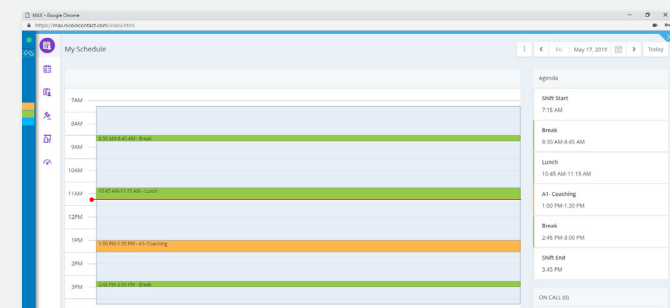
About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

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