

Workforce Management

Entity Design and Health Check Consultation

A solid WFM foundation enables you to utilize NICE inContact technology to its fullest, ensuring that you consistently achieve your business objectives

Optimize your workforce management strategy with targeted application assistance and intelligent design

NICE inContact's Business Consultants will partner with your contact center team on workforce management system setup and configuration, with an emphasis on multi-skill and/or omnichannel functionality. Our consultant will help guide your overall contact center strategy to partner with your workforce management system, helping you maximize your NICE inContact investment.

Business intelligence consulting engagements can be done on an hourly basis (with a minimum of 3 hours) or by day. Meetings with your Business Intelligence Consultant can be on site or remote via WebEx sessions at your convenience. Your dedicated consultant will help your team:

- Understand your current business processes
 - » Analyze your ACD build to ensure that your workforce management build is compliant.
 - » Ensure that your WFM system “mimics” the NICE inContact CXone ACD when generating forecasts and schedules so your agents are scheduled at the right time to handle incoming contact volume.
- Identify opportunities to optimize your business outcomes
 - » Make recommendations on the workforce management entity design, to enable optimal results for forecasting and scheduling without extra effort or manual intervention
 - » Make recommendations for entity sets, activity codes, event sets and agent states to allow for targeted reporting.

OUR BUSINESS CONSULTANTS WILL HELP OPTIMIZE YOUR WORKFORCE MANAGEMENT SOLUTION, ENABLING YOU TO PROVIDE BEST-IN-CLASS SERVICE, IN THE MOST COST-EFFECTIVE MANNER



OUR EXPERTS WILL...



Explain the reporting products available to you (as well as when and why to use a particular reporting product).



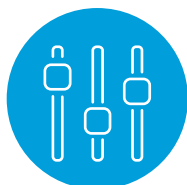
Review the KPI's for your business and help you understand which metrics are important to those KPI's.



Provide an overview of any report offerings (pre-built reports, custom reports, dashboards, and “data-download” generated reports).



Provide an analysis of existing custom reports to identify issues, eliminate confusion, enhance report results, etc.



Build custom NICE inContact CXone reporting solutions that will help you achieve the right business outcomes.



Provide a general Q/A session

About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's #1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: www.NICEinContact.com

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