NICE · inContact

CXone™

Workforce Optimization Pro

Workforce Optimization and Omnichannel
Routing Unified in the Cloud

NICE · inContact

Unlock the potential of your team

NICE inContact CXone Workforce Optimization Pro unlocks your team's potential by providing tools to inspire employee self-improvement, amplify quality to enhance customer experience, reduce labor waste, and ensure regulatory compliance. Patented technology powers the industry's most intelligent forecasting, fosters employee ownership and accountability, and gives agents one experience across a cloud platform. As a natively developed suite, CXone WFO Pro unifies workforce management, quality management, performance management and recording to deliver a better experience for agents, supervisors, and customers. With reduced effort and increased flexibility, you can achieve an optimal balance between operational efficiency and a superior customer service.

- CXone Recording Pro
- CXone Quality Management Analytics Pro
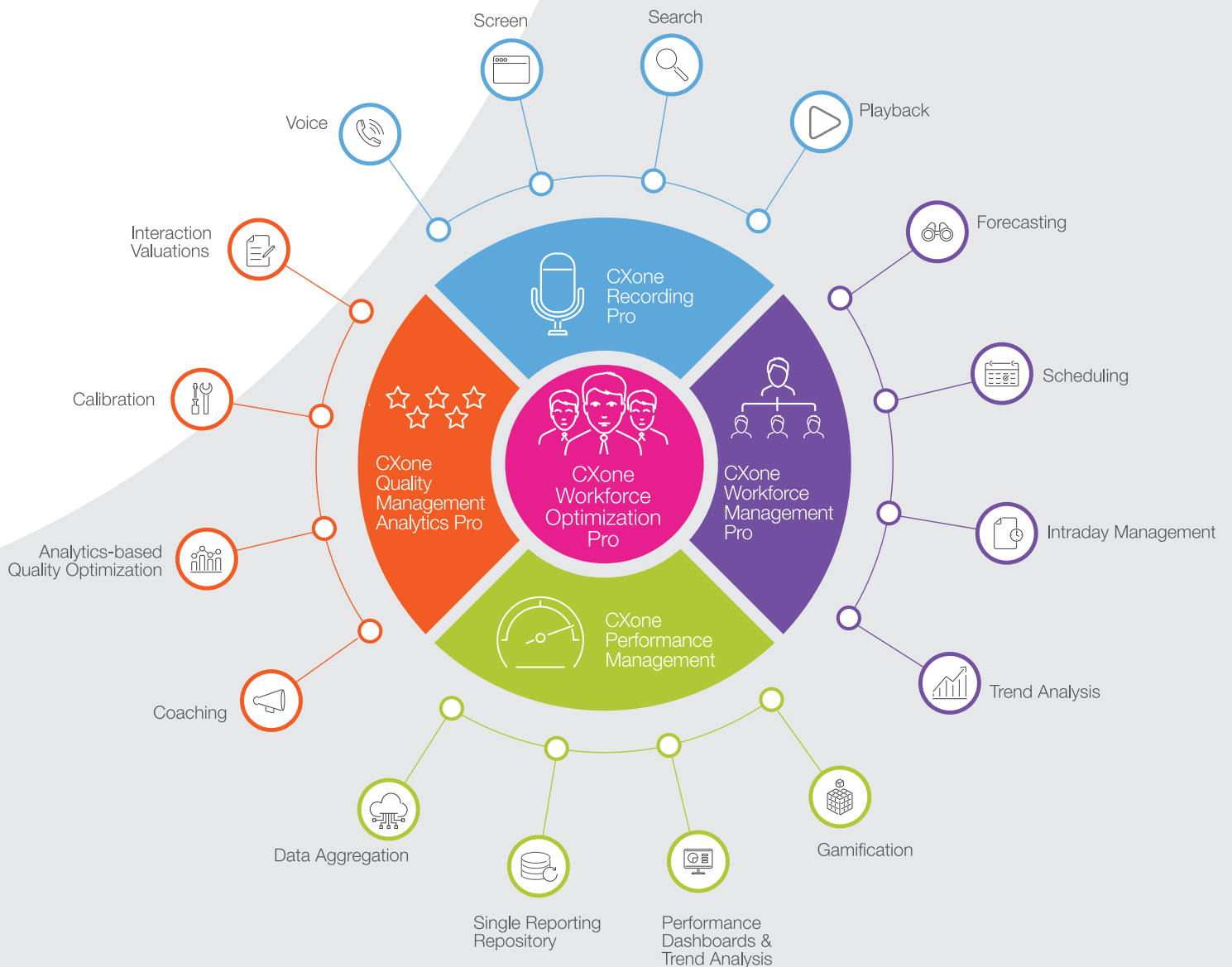- CXone Workforce Management Pro
- CXone Coaching and Learning
- CXone Performance Management

"The addition of CXone Workforce Optimization products has taken my contact center to the next level of excellence."

Patricia C
Michigan Public Health Institute

Screen

Search

Voice

Playback

Interaction
Valuations

Forecasting

Calibration

Scheduling

CXone
Recording
Pro

Analytics-based
Quality Optimization

CXone
Quality
Management
Analytics Pro

CXone
Workforce
Optimization
Pro

CXone
Workforce
Management
Pro

Intraday Management

Coaching

CXone
Performance
Management

Trend Analysis

Data Aggregation

Gamification

Single Reporting
Repository

Performance
Dashboards &
Trend Analysis

Full-featured workforce optimization—
all in one cloud solution

CXone Workforce Optimization Pro, an integral component of the NICE inContact CXone platform, is a unified suite of products that lets your organization identify unique operational strengths while defining any opportunities for improvement. Transform your customer interactions, agent satisfaction and operational efficiency.

Revolutionize the customer experience

Identify customer experience gaps across all channels and implement improvement plans with an easy-to-use evaluation and feedback process.

- **Achieve key CX objectives**. Tie performance goals to NPS, CSAT, and other experience metrics, and provide agents direct feedback to illuminate their role in the customer journey.

- **Expedite your ROI**. Gain better omnichannel quality and analytics insights while evaluating fewer interactions.

- **Immediately identify experience trends**. Uncover and act on negative quality and performance trends before they impact customers.

- **Deliver a consistent customer experience**. Omnichannel forecasting, scheduling and quality management capabilities ensure the right-skilled, right-trained agents are staffed across all supported channels.

Empower agents and instill accountability

Foster a transparent and collaborative environment where agents have instant visibility into performance, and more voice and choice in scheduling and quality processes.

- **Arm agents with real-time data**. Give agents the opportunity to course-correct behaviors with instant insight into KPI performance, quality results, and schedule adherence.

- **Reduce agent attrition**. Leverage WFO functions proven to contribute to improved agent retention such as personalized, ongoing coaching and increased schedule flexibility via schedule bidding, shift swap and more.

- **Encourage and solicit agent voice**. Increase agent buy-in through engagement tools such as gamification, quality self-assessments, collaborative evaluations, arbitration workflows, and self-managed shift preferences.

- **Make agents' lives easier**. Agents have enough to juggle; provide easy access to all workforce optimization functions with a personalized interface.

Achieve service level objectives at a lower cost

Leverage patented AI technology to pinpoint efficiency opportunities, implement repeatable solutions, and achieve service levels without overstaffing.

- **Optimize headcount requirements**. The industry's most intelligent and accurate omnichannel forecasting engine ensures staffing plans without labor waste.

- **Eliminate manual WFM processes**. An intuitive interface and workflow to generate and manage forecasts and schedules enables a more effective use of your WFM resources.

- **Mitigate regulatory and compliance fines**. Meet regulatory requirements for PCI, GDPR, and HIPPA while recording up to 100% of interactions.

- **Lower repeat call volume**. Targeted, personalized quality feedback and coaching empowers agents to solve more customer inquiries on first contact.

- **Quickly pinpoint inefficiencies**. Gain immediate insights into process issues and easily implement repeatable solutions.

Increase contact center efficiency

Spend more time developing agents and improving customer experience by eliminating complex interfaces and duplicate WFO administration across siloed contact center products.

- **Streamline administration**. Administration and maintenance efforts are centralized in the unified, all-in-one CXone platform.
- **Reduce onboarding and maintenance efforts**. With a single interface for WFO and ACD contact center applications you only have to create users in one system, one time.
- **Eliminate data synchronization issues**. Make third-party ACD integrations a thing of the past and rest assured your contact data is always refreshed and accurate.
- **Realize benefits quickly**. Easy and rapid deployment gets your contact center up and running in days instead of months.
- **Increase flexibility**. Easily add new features as your business needs change.

"For us, having WFO unified with CXone has paid for itself time and time again through improvements in productivity."

Sarah McElwee
KBM Group

Empower exceptional agent and customer experiences, every channel, every time

NICE inContact CXone, the world's #1 cloud customer experience platform, transforms your call center software – empowering exceptional agent and customer experiences: every channel, every time. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. CXone helps organizations of all sizes be the first choice of customers, the first to innovate, and the first choice employer. Only CXone delivers one unified experience, on one cloud native platform, with fast onboarding of new employees and capabilities, and embedded AI to keep your team one step ahead.

NICE · inContact CXone

OMNICHANNEL ROUTING
Connect Journeys Across Any Channel

ANALYTICS
Turn Insights Into Results

WORKFORCE OPTIMIZATION
Unlock Your Team's Potential

AUTOMATION & AI
Streamline Service Delivery

OPEN CLOUD FOUNDATION
Power Rapid Innovation

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 No. 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

75 West Towne Ridge Parkway, Tower 1, Salt Lake City, UT 84070

tele | 866-965-7227 intl | 614.340.3346 email | info@NICEinContact.com web | www.NICEinContact.com