

# NICE WFM

Elevate your Workforce Management capabilities

NICE WFM delivers the industries most advanced features solving any enterprise level needs without any size or complexity limitations. This cloud-based product offers cutting-edge capabilities with more two decades as a leader in the Workforce Management industry. Now fully integrated with the NICE inContact CXone platform contact centers gain even more by combining these two industry leaders into a single solution.



Advanced reporting with  
flexible export capabilities



Back office support to  
include Work Journals and  
configurable time standards



The industries most accurate  
forecast and schedule  
optimization engines



Industry leading reliability and  
performance views to support  
your operational needs



Security protections that are  
second-to-none now with use  
of rigorous comprehensive  
third-party penetration testing



# NICE WFM in the cloud

Uncompromising capabilities solving enterprise needs

NICE WFM maintain the position as the most flexible WFM solution in the market attracting the most fanatical and exacting industry professionals by providing the ability to configure the entire solution to the needs of each specific operation.

## FLEXIBLE

- Highly configurable
- Optional private cloud, public cloud, or a hybrid of the two
- Forecasting, scheduling, and intraday management options deliver a consistent rules-based format to ensure consistent results

## EFFICIENT

- Rules based actions to reduce effort
- Rapid deployment and roll out options
- Automation and alerts deliver insight systemically to improve efficiency

## ENGAGING

- WebStation real-time adherence to providers with greater visibility
- Personalized displays and user-defined dashboards
- Easy access to individuals schedule, shift activities, time-off requests, and adherence

## SECURE

- Enhanced authentication to better support company-defined password policies
- SSAE16 SOC2 certified
- Data encryption in transit

## SIMPLIFIED

- Easy-to-use interface
- Rapid time to market accelerates ROI
- Designed by WFM experts for WFM experts

## SUPPORTED

- 24/7 end-to-end management by NICE experts
- Proactive maintenance
- Global coverage and disaster recovery protection