NICE inContact CXone
Workforce Management Pro
Industry's most intelligent omnichannel forecasting

NICE inContact CXone Workforce Management Pro empowers 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. WFM Pro streamlines and minimizes administration and maintenance and the complexity of managing teams across locations.

Improve forecast accuracy

Leverage AI technology, 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.

- Improve omnichannel customer experience with multi-criteria schedule assignment to ensure you have the right-skilled agents staffed across all supported channels.

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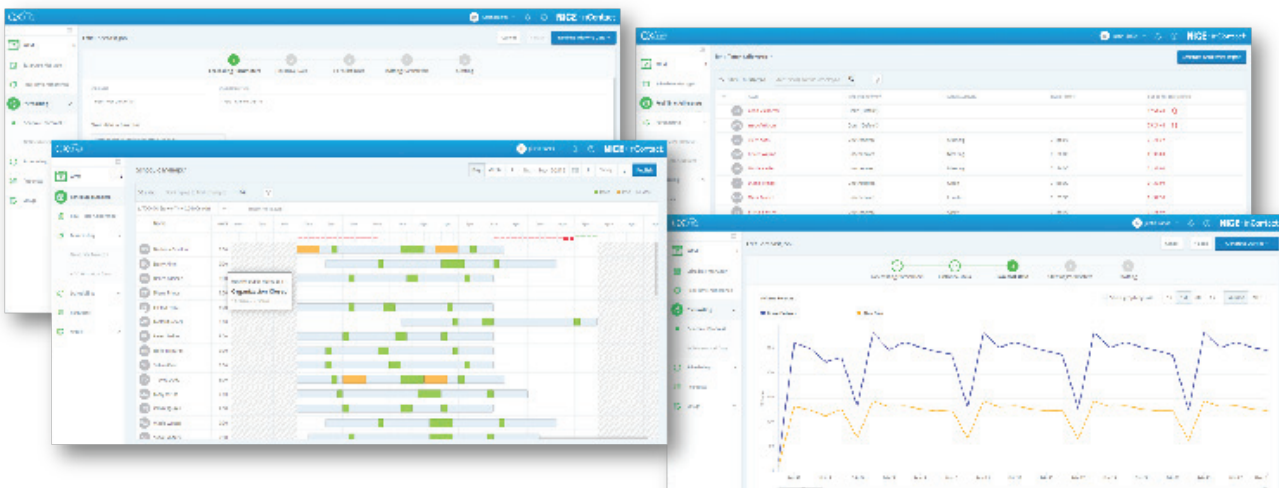
Create accurate forecasts using historical volumes, and manage agents' performance with schedule management and real-time adherence tools.

Simplify WFM activities.

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

- Eliminate manual WFM processes with an intuitive interface and workflow to generate and manage forecasts and create schedules. Have confidence that schedules are systematically aligned to business requirements to best meet the forecast and achieve your service level objectives.

- Eliminate guesswork while ensuring the best forecast with Best Pick™ technology, which ensures the best option out of multiple algorithms is automatically selected based on your historical data.

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

- Improve workforce manager speed to proficiency as a result of an easy use and intuitive interface.

Protect and leverage existing investments.

Seamlessly integrate WFM in the cloud with over 40 on-premises PBX and ACD solutions, providing a flexible journey to the cloud.
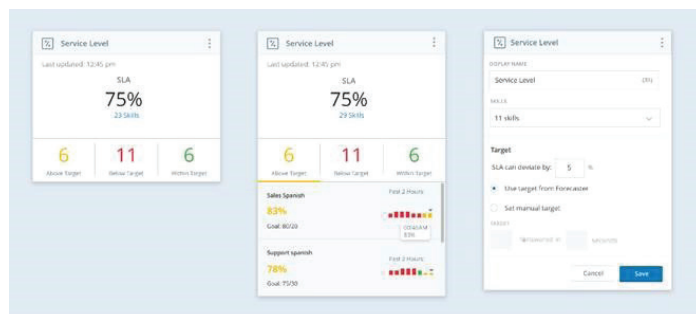
- CXone Workforce Management Pro is the optimal choice for contact centers looking to gain benefits of the cloud while maximizing existing on-premises investments.

- Delivers continuous updates with industry-leading features.

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

- Benefit from a complete Workforce Optimization solution with a clear path to fully transition your contact center to the cloud when your organization is ready.

Empower agents and supervisors.

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

- Streamline agent experience with access to view schedules, request Time Off, participate in shift-bidding, and receive real-time notifications of changes and approvals.

- Give agents more flexibility to manage work-life balance with peer trade requests, shift bidding, and easy time-off request process.

- Dashboards provide supervisors and agents with at-a-glance insight into intraday trending for AHT, ASA and Volume based on Forecast or preset objectives.