




# **CXone Workforce Engagement**

Cloud native, customer focused  
workforce engagement on a  
unified platform



## **When your team thrives, so does your business**

Efficient teams equipped with great tools have the power to deliver extraordinary service, every time for your customers. Unlock your team's potential with NICE CXone Workforce Engagement. With CXone WEM, you get the reliability of the industry's most accurate forecasts to ensure that you have the right people in the right place for every customer interaction. The fully integrated CXone platform also includes Quality Management and Performance Management to help your employees gain a sense of accountability and ownership. Plus, with CXone Workforce Engagement, there's no need to choose between operational efficiency and a superior customer experience. Now, you've got it all at your fingertips—and it works together seamlessly.





## **#1 in workforce engagement to improve:**

- Labor utilization
- Forecasting
- Scheduling
- Agent performance/  
accountability

# Full-featured workforce engagement and omnichannel routing in a single cloud platform

Unearth your unique operational strengths while finding ways to be even better.

Turn every customer interaction into a great experience.

Help agents thrive and simplify operations with CXone Workforce Engagement, an integral part of the unified NICE CXone platform.



**CXone Recording**



**CXone Quality Management Analytics**



**CXone Workforce Management**



**CXone Performance Management**



**Screen Recording**



**Coaching and Learning**



**AI Forecasting**



**Gamification**



# Turn your contact center into an experience center

Identify gaps and improve processes across all CX channels

- ✓ Forecasting and scheduling tools keep the right-skilled agents available when and where your customers need them
- ✓ Tie performance to NPS, CSAT, and other experience metrics, and provide agents direct feedback
- ✓ Gain better omnichannel quality and analytics insights while evaluating fewer interactions
- ✓ Act on negative quality and performance trends before they affect the customer

## Help agents flourish

Give agents a voice in scheduling and quality processes

- ✓ Help agents be their best with instant insights on performance
- ✓ Ongoing coaching and schedule flexibility helps agents stay engaged and reduces attrition
- ✓ Keep agents engaged with tools like gamification, quality self-assessments, collaborative evaluations, and self-managed shift preferences
- ✓ Makes agents' lives easier with a personalized interface on unified agent desktop



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

**Patricia C.**  
**Michigan Public Health Institute**

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

**Sarah McElwee**  
**KBM Group**



# Achieve More. Lower Costs.

AI Forecasting keeps you efficient without sacrificing quality service

- ✓ Find the labor sweet-spot to keep highest service levels without overstaffing
- ✓ Make WFM processes work for you, not create extra work
- ✓ Stay PCI, GDPR, and HIPPA compliant while recording customer interactions
- ✓ Targeted, personalized, quality feedback and coaching empowers agents to meet customer needs on first contact
- ✓ Find and fix inefficiencies quickly and easily

## Simplify admin

Focus your time developing agents and improving customer experience by eliminating complex interfaces

- ✓ Streamline admin and maintenance into one place
- ✓ Onboard employees in one system, one time
- ✓ Feel confident that your data is always up-to-date and accurate
- ✓ See the benefits in days, not months
- ✓ Increase flexibility. Easily add new features as your business needs change

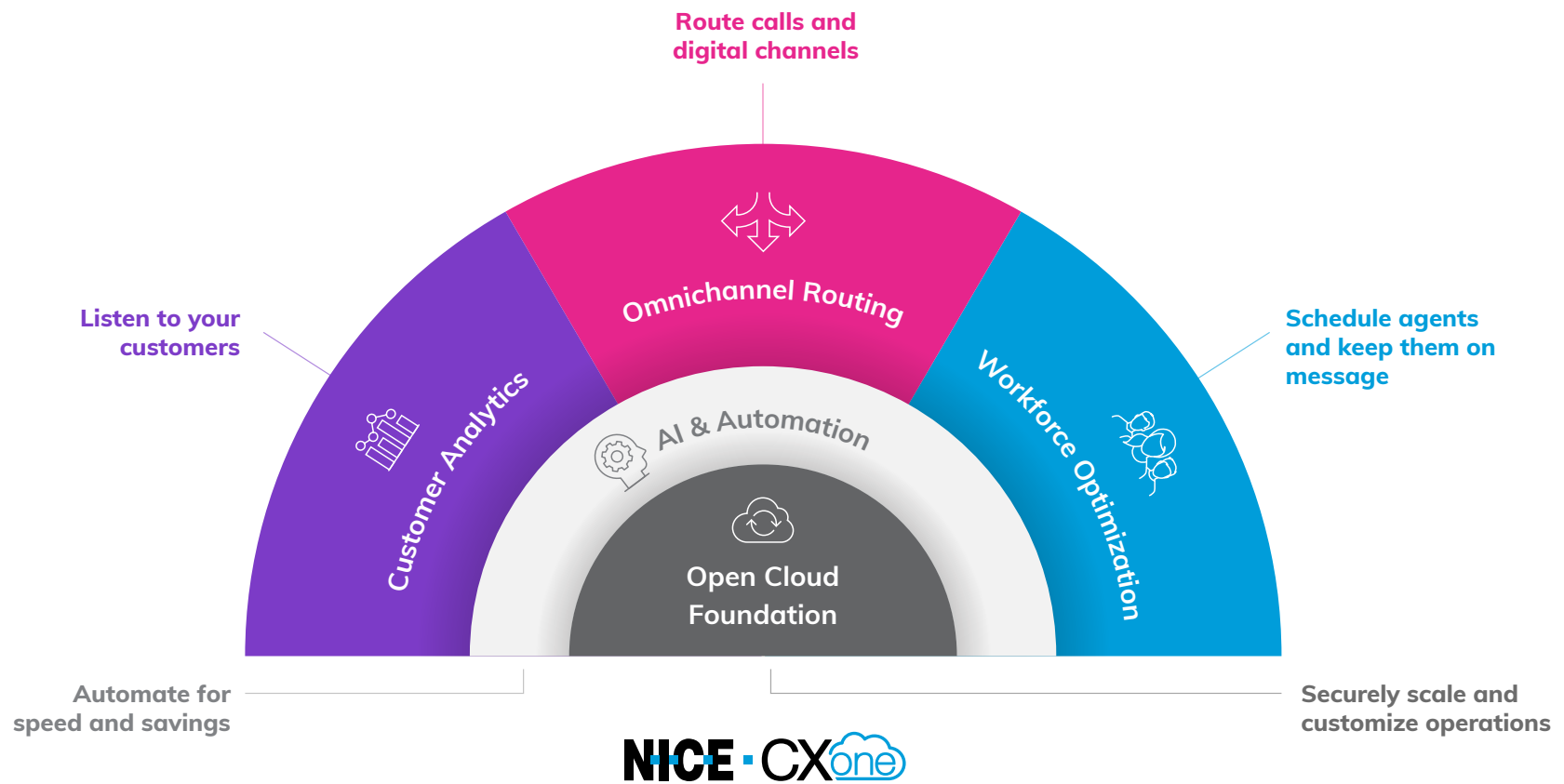




# **Every great experience starts in your contact center**

Be first and stay first in your industry with NICE CXone, the world's #1 cloud customer experience platform. Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class Customer Analytics, Omnichannel Routing, Workforce Engagement, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. With CXone, moving faster and working smarter becomes your first advantage.

Only CXone delivers one unified experience, on one cloud native platform, keeping you one step ahead—all from one leader.



one experience | one cloud | one destination | one step ahead



## About NICE

With NICE, it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, we're a worldwide leader in AI-powered contact center software. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

For more information, visit: [NICEinContact.com](https://NICEinContact.com)

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**NICE**