

# NICE IEX WORKFORCE MANAGEMENT

A comprehensive workforce  
management solution for improving  
the efficiency and effectiveness  
of your business

## Benefits

- Delivers a system designed from the beginning to effectively manage multi-site and single site environments
- Offers patented multi-skill and multi-channel forecasting and scheduling capabilities
- Provides an easy-to-use system with an intuitive menu structure and personalized screen preferences
- Promotes agent empowerment by supplying browser-based access to schedule and performance information
- Enables ease-of-integration with third-party applications

## INTRODUCTION

In today's competitive marketplace, you must be able to quickly anticipate your customer's needs and dynamically adjust your service goals to meet expectations. At the same time, you have to keep a watchful eye on the company's bottom line. To effectively balance customer-focused service while meeting cost-driven operational requirements, it takes the right automated workforce management system.

With NICE IEX Workforce Management, a NICE SmartCenter solution, you'll have a system designed from the beginning to handle the complexities of your center with unmatched flexibility for multi-site and single site operations. You can easily determine how and where planning and management functions are handled within the enterprise. Using the system's patented planning tools, you can intelligently allocate workload across sites based on routing methodology, operational hours, agent availability and unique handle times. And these same patented algorithms give you the industry's most accurate multi-skill and multi-channel management capabilities.

By enhancing performance, improving resource planning, streamlining time-consuming tasks and integrating data between applications, NICE IEX Workforce Management helps you deliver customer-winning service at the lowest possible operating cost. Whether you handle inbound, outbound or a combination of contacts, run your own operation or use outsourced resources, NICE IEX Workforce Management provides a solid foundation for effective workforce management. With it, you'll have everything you need to achieve quick and meaningful results: forecasting, planning, scheduling and daily management capabilities.

## NICE IEX Workforce Management

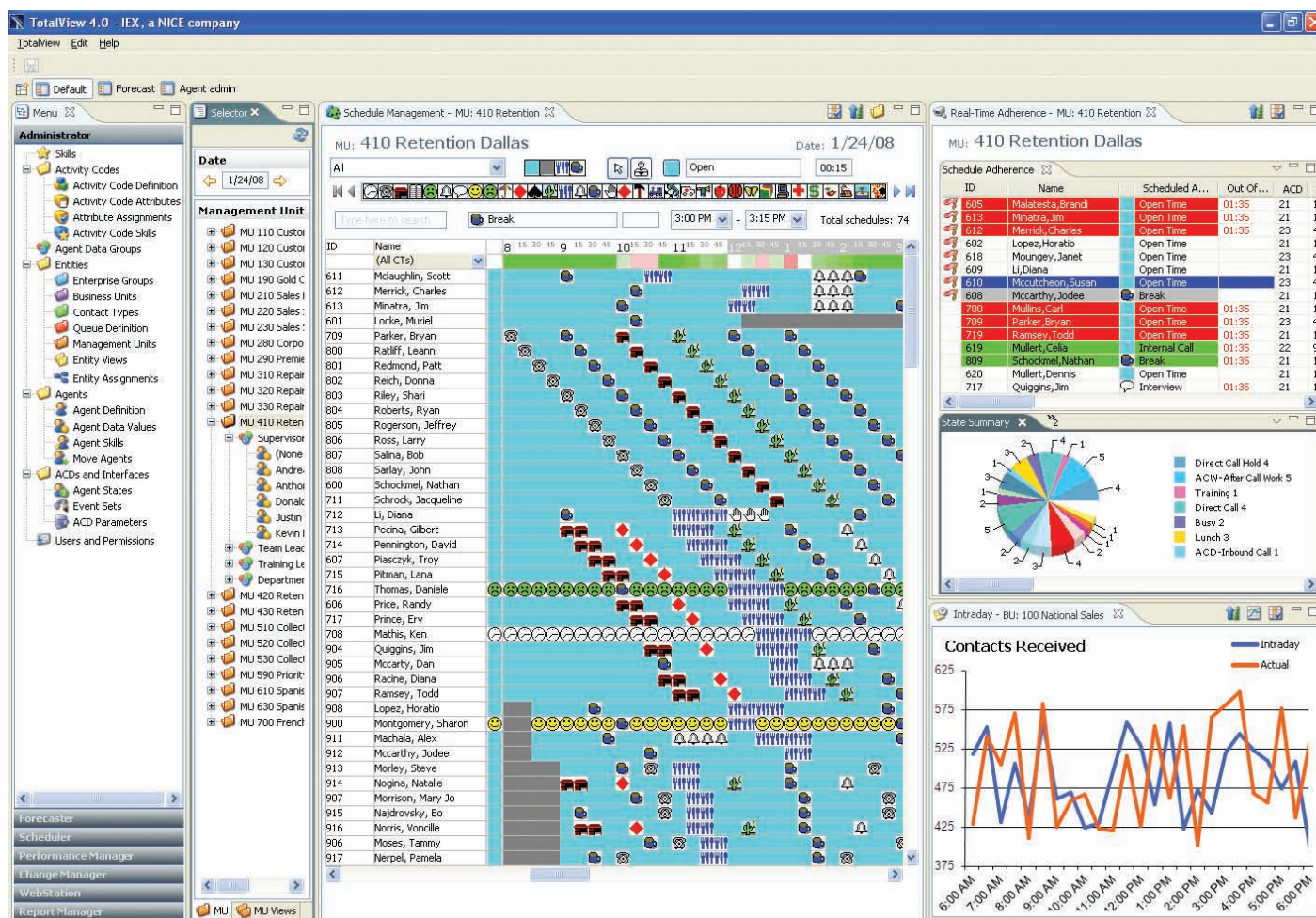




## FAST ACCESS TO INFORMATION

No matter what role you play in the contact center's success, NICE IEX Workforce Management puts the information you need within reach. The system's task-based menu serves as an intuitive site map, allowing you to quickly navigate the system. You can personalize your screen layouts for each workforce management task with Perspectives. Select the screens for a task and tile them or group them in a tab view by dragging to snap them into place. Once you have the layout you want, save it as a new Perspective. With your personal Perspectives a click away, you can quickly move between tasks without spending time to open and rearrange multiple windows. Whether you're a forecaster, planner, change manager, system analyst or some combination of these and other critical roles, NICE IEX Workforce Management helps you get more done with quicker access to what you need.

With multi-dimensional visibility, you can create custom entity sets for viewing, reporting and managing changes. You can roll up historical and forecast data by line of business within a site, across specific sites, enterprise wide or however you want. For example, you can roll up agent groups to see schedules and real-time adherence across sites and you can compare over and under staffing and performance statistics across departments within a site. The ability to look at your workforce management data in different ways makes it easy to analyze any situation. These capabilities make the system ideal for single and multi-site contact centers that want to operate more efficiently by centralizing various functions, like forecasting, intraday management and adherence monitoring, across multiple departments or locations.



- Easy to use graphical user interface that supports multiple languages on the same system
- Personal Perspectives allow you to quickly move between tasks and get more done
- Task-based menu serves as an intuitive site map, allowing you to quickly navigate the system
- Multi-dimensional visibility for creating custom entity sets to roll up data for viewing, reporting and managing changes - within a site or across sites

## ACD AND DIALER INTERFACES

NICE IEX Workforce Management provides standardized interfaces to over 85 ACDs and contact routing systems and 10 outbound dialers for the collection of historical and real-time information on queues and agents. It even collects information from multiple sources for the same agent.

An innovative forms-based approach to data mapping allows new interfaces to be created quickly and enables existing interfaces to be easily customized, often with no programming required.

## ACCURATE FORECASTING

You can create accurate forecasts while reducing the amount of time spent working on them. The system's patented, self-adjusting algorithms produce detailed, interval-by-interval projections of contact volumes, handling times and staffing requirements – a week, a month or more in advance. It is easy to automatically identify and apply daily, weekly, monthly or seasonal trends. At the same time, you can automatically exclude anomalous historical data, eliminating the need for manual manipulations.

## EFFECTIVE STAFF PLANNING AND SCHEDULING

With NICE IEX Workforce Management, you get fully integrated planning functions that help you create sound plans to achieve near-term and long-range success with ease. That way, you can easily assess the potential impact of changes in contact volumes, service goals, staffing levels or other parameters. Then you can explore the trade-offs involved with the different approaches. Making changes to your schedules is easy with the system's icon-based, drag-and-drop schedule management feature. With it, you can instantly assess the impact of potential changes and evaluate alternatives. Specialized schedule management functions allow you to streamline routine tasks, like trades. And you can automatically find the best time to schedule or reschedule meetings and training sessions.

## PROACTIVE CHANGE MANAGEMENT

At every interval during the day, NICE IEX Workforce Management automatically updates results and forecasts, providing advance notice of changing conditions and showing the center's ability to meet service targets in upcoming intervals. Whether you need to gather additional resources to help catch up with demand or reallocate underused agents, the system provides the information you need to make informed decisions.

## ENTERPRISE-CLASS REPORTING

The NICE IEX Workforce Management system includes a comprehensive set of standard reports, all with a variety of options to configure report content and graphical data display. Reports

can be scheduled so they are available to be viewed or exported when needed. Because reports are stored in the database, users have the ability to view reports from any PC and the system saves report processing time by allowing multiple users to view common reports. For added flexibility, the system allows you to export data into a variety of formats, including: Adobe Acrobat (PDF), Comma Separated Values (CSV for Excel-based reports) or Rich Text Format (RTF for Word-based reports). And since all reports are accessible through a thin client, they're easily accessible to everyone in the center without having to load any new software.

## HISTORICAL ADHERENCE

The Historical Adherence module provides comprehensive agent adherence reports for past days, comparing scheduled to actual activity as reported by ACDs and other contact routing systems. With Historical Adherence, supervisors and managers can quickly view and document how well individual agents and agent groups followed their schedules. The Historical Adherence report automatically combines agent state information from multiple contact routers into a single representation of an agent's day for comparison to their schedule.

## MULTI-SKILL

The Multi-skill module optimizes agent effectiveness in a multi-skilled environment

- Create real-world schedules quickly and easily
- Track effectiveness of skill assignments and routing strategies
- Determine skill requirements and monitor coverage by individual contact type

The Multi-skill module makes the most of multi-skilled and cross-trained agents. It accurately simulates agent skills and contact arrivals, providing total visibility into staffing requirements while producing the most effective schedules possible.

### Patented Multi-skill Scheduling

Skills-based routing makes it difficult to determine how many agents, with which skills, will be needed for each contact type throughout the day — especially when using cross-trained agents. Stand-alone simulation programs are impractical, and mathematical formulas don't accurately account for multi-skill efficiencies.

The system's patented multi-skill algorithms use a contact routing simulator that is built into the agent-scheduling program. The system creates effective schedules by simulating ACD and network-level routing rules, then automatically adjusting schedules for the best fit. The simulator also evaluates how changes in contact arrival patterns, agent skills or routing rules will affect staffing needs.

The system also has a skill block scheduling capability for scheduling off-phone or specific contact work over set blocks of time.

### Better Planning for Better Results

The Multi-skill module automatically creates effective forecasts and schedules for multiple contact types to meet service level and agent occupancy goals. It gives you in-depth visibility into individual coverage requirements for each contact type, allowing you to meet precise staffing needs, improve customer service and lower costs.

Multi-skill supports individual agent skill proficiency levels, position limited skills and advanced ACD features such as Least Occupied Agent, Service Level Supervisor and Reserve Agent. It also allows you to explore what-if scenarios to determine how training for additional skills will affect staffing needs.

### MULTI-SITE

The Multi-site module provides unmatched planning and scheduling capabilities for multi-site contact centers. It understands how contacts will flow to every site and how they will be delivered once they reach each location, even in complex multi-skill and multi-channel routing environments. This detailed planning requires a realistic simulation of ACD and network-level routing to allocate workload accurately to each site. In addition to the contact routing, workload is allocated to each site by also considering hours of operation per site, agent-specific work rules, planned activities and individual agent skill profiles. The system also provides the ability to allocate workload based on each individual site's handling capacity, since average handling times can vary between sites. It is important to be able to create accurate multi-site plans using simulation and all of the relative information so that your multi-site plans match your actual routing and agent availabilities. The system also provides many multi-site management tools to allow you to view, edit and report on performance at a site level and across the enterprise.

### RICH CLIENT AND THIN CLIENT

New feature deployments are easier than ever before with the system's Rich Client Platform. Instead of downloading a huge executable file onto everyone's desktop, new software can be simply pushed out by the IT team. Since it runs using its own environment, you can successfully avoid conflicts between applications. For features your agents and supervisors use in the system, additional software doesn't even have to be loaded onto their desktop. Access is via a purely browser-based thin client.

### FLEXIBLE SYSTEM ARCHITECTURE

With NICE IEX Workforce Management, you can deploy the architecture of your choice: select a single server for a reduced footprint or a distributed architecture for added flexibility and scalability. The distributed architecture can help you improve performance through load distribution, achieve better disaster recovery and redundancy.

You also have the option of selecting either a PostgreSQL or an Oracle database. In addition to high performance, these database options support multi-byte languages in addition to the many other languages that the system already supports – enabling you to operate on a global basis with a single system.

### Wide Range of NICE IEX Workforce Management Advanced and Optional Modules

NICE IEX Workforce Management Standard provides a solid foundation for effective workforce management with its forecasting, scheduling, change management and reporting functions. Building upon these capabilities, we offer Advanced and Optional Modules designed to deliver even greater power and performance to your contact center.

#### ADVANCED MODULES

- **Real-time Adherence** - Real-time tracking of agents' adherence to schedules reduces 'wasted' time and improves performance.
- **Time Off Manager** - Offers a comprehensive tool that allows you to automate vacation, holiday and all time off planning as well as online bidding capabilities.
- **WebStation Plus** - Web-based, thin-client application for agents and supervisors increases productivity and satisfaction by automating time-consuming tasks and allowing access to schedule and performance information.
- **SmartSync Exchange** - Easy, trouble-free data exchange with enterprise systems and applications improves your interoperability and streamlines data flow.

#### OPTIONAL MODULES

- **Multi-channel** - Integrated forecasting, scheduling and planning for all customer contact media to simplify your service management in a multi-channel environment (email, fax, etc.).
- **Performance Manager** - Integrated performance management system provides you with Web-based dashboards, employee scorecards, performance reports and drill-down analysis features.
- **Express Messenger** - Helps ensure that your agents and supervisors are always aware of schedule changes by sending schedule change notifications to their office, home and wireless phone email addresses.

## EXCEPTIONAL CUSTOMER SERVICE

In addition to offering the industry's most comprehensive workforce management solution, we pride ourselves on delivering unsurpassed service quality. NICE is focused on providing customer service that helps you realize the full promise of your technology investment. That's why we host the industry's largest user conference, offer a unique customer advocate program and provide comprehensive training and support. Join thousands of contact centers all over the world who use the NICE IEX Workforce Management system to improve planning, enhance performance, streamline tasks and integrate data.

## ABOUT NICE

NICE Systems is the leading provider of intent-based solutions and value-added services, powered by advanced analytics of unstructured multimedia content – from telephony, web, radio and video communications. NICE's solutions address the needs of the enterprise and security markets, enabling organizations to operate in an insightful and proactive manner, and take immediate action to improve business and operational performance and ensure safety and security. NICE has over 24,000 customers in more than 150 countries, including more than 80 of the Fortune 100 companies. More information is available at <http://www.nice.com>.

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