



NICE IEX WORKFORCE MANAGEMENT

Solution Overview Release 6.2
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DRIVE EFFICIENCIES AND ENGAGEMENT WITH WORKFORCE MANAGEMENT

NICE IEX WORKFORCE MANAGEMENT 6.2 OVERVIEW

For more than two decades NICE IEX Workforce Management (WFM) has led the market in product innovation by offering the most complete and configurable solution on the market; thereby, attracting the world's largest community of exacting WFM professionals. NICE IEX WFM is further sought after because the solution engages employees across an organization. Our customers describe the value of NICE IEX WFM across two dimensions:

1. Solution Configurability

NICE IEX WFM offers the flexibility to fit forecasting and scheduling to specific environments. The solution puts maximum control in the hands of the WFM professional, so they can enjoy the confidence of precision forecasting. As business needs and customer demands change, NICE IEX WFM makes it easy to adjust forecasts and service levels in real-time.

2. Employee Engagement

A WFM solution can only drive business impact if it is widely adopted. It needs to engage both the WFM professional and frontline users. WFM professionals value the control offered by the solution and frontline users engage with simple tools to manage schedules, request time off, bid for shifts and track their performance. That is why more than one million users log into NICE IEX WFM every day.

These strengths are reinforced in NICE IEX WFM 6.2. This release is NICE's most tested and robust solution to date, with specific tools and terminology for contact centers, back office and branches. While NICE IEX WFM can operate as a standalone solution, it serves as a foundational component of NICE's broader Workforce Optimization platform.

This document will define the three NICE IEX WFM SKUs and then describe the component features of the NICE IEX WFM line-up.



DESCRIPTION OF NICE IEX WFM SKUs

NICE IEX WFM Essentials

NICE IEX WFM Essentials defines the foundation of the solution. It offers the WFM professional all the control and configurability to fit the solution to their specific environment. Essentials is differentiated by its ability to simulate forecasts and schedules for a multi-skilled workforce across multi-sites and scheduling methodologies. The solution includes all the reporting fidelity and system control required to deliver precision forecasts and adjusts to meet changing business needs.

NICE IEX WFM Advanced

Engage your employees with NICE IEX WFM Advanced. It includes all the components needed to connect workers throughout an organization to WFM data and instills accountability and ownership of schedules. WebStation is an Advanced WFM feature that serves as a central portal for all data, scheduling, time-off requests, and even performance and compensation. Additionally, new collaboration tools (such as, blogs, wikis, chats, and polls) make it easy for employees to share ideas and best practices.

NICE IEX WFM Advanced Plus

Take action with NICE IEX WFM Advanced Plus. It includes NICE Performance Manager Module (PMM), a solution feature that drives all WFM, Automatic Call Distribution (ACD) and quality data to the frontline via personal portals. With this tool every employee knows where they stand versus their peers and with their targets. PMM includes coaching workflows that help supervisors identify the people and topics that need attention. NICE IEX WFM Advanced Plus is the most effective tool to drive alerts, coaching and action across the frontline.



NICE IEX WORKFORCE MANAGEMENT COMPONENTS

Included in NICE IEX WFM Essentials, NICE IEX WFM Advanced and NICE IEX WFM Advanced Plus:

ACD Connectors

NICE IEX WFM includes a comprehensive library of interfaces that integrate your ACDs, dialers, and multimedia platforms with the WFM system. These data integrations include historical information for queue-based performance statistics, employee queue-based and system-level performance metrics, and real-time employee state streaming. Historical and real-time data can be simultaneously streaming from multiple platforms for a single worker—including the desktop.

Forecaster

Powered by patented forecasting algorithms, Forecaster provides precision projections of transaction volumes, average handle times, and employee requirements. The impact of missing data or outlier days is automatically constrained, saving time on manual discovery and change, and ensuring that statistical anomalies do not derail future planning. In addition to meeting near-term weekly needs, Forecaster can make projections up to five years in advance in daily, weekly, or monthly views.

Planner

Easily handle the task of planning work allocations and converting transactional forecasts into headcount and hiring plans. Algorithms account for headcount variation, but also Average Handling Time (AHT) differences, work rule differences, and pre-planned events within and between work groups. The solution then develops requirement plans to ensure you achieve objectives for both immediate response transactions and deferrable work. Take a long term perspective and create hiring plans with new-hire lead time projections and daily, weekly, and monthly cost analysis.

Scheduler

All of an enterprise's work rules, planned activities, known absences and employee constraints are automatically accounted for with NICE IEX WFM Scheduler. This feature designs the optimal workforce schedule for each interval of each operational day. Scheduler offers two systems to accommodate employee schedule choice. The Preference-Based Scheduling mode uses seniority or performance rank to match forecasted staff requirements with work rules defined by employee choices and supervisor guidance. The Schedule Bidding mode creates schedules without immediately assigning employees. In seniority or performance rank order, employees may select the schedule they prefer.

Historical Adherence

Produce comprehensive adherence and conformance reports from archived employee activity records. These reports can help employees and supervisors detect and correct patterns of adherence compliance problems by comparing scheduled activities with actual activities over a long period of time.

Real-Time Adherence

Monitor employee schedule adherence, as well as time-in-state adherence. The Real-Time Adherence approach compares an employee's schedule against the employee's present status to determine if an infraction exists. When differences are detected, employee names are automatically sorted and highlighted on the Real-Time Adherence screen, alerting a supervisor to potential issues and enabling them to guide the employee. Employees can be "tagged" for ongoing monitoring and you can easily switch between multiple real-time data streams. Add NICE Real Time Activity Monitoring to simultaneously monitor the employee's system state as well as the application in use on the employee's desktop, for a complete view of activity environments.



Change Manager

NICE IEX WFM includes patented features that allow you to streamline adjustments to service levels to meet changing demands throughout the day. The Change Manager feature identifies gaps and helps you take corrective action—such as, drag and dropping personnel from one activity to another to plow through a queue or backlog. After which, results can be monitored; the solution reforecasts transactions, handle time, workforce requirements, average speed of answer, occupancy and service levels automatically throughout the day. Change Manager then allows for original forecasts to be compared with post-change forecast values.

Multi-Skill

The most complete solution for skills-based routing (SBR) environments is NICE IEX WFM's patented scheduling process. It simulates the routing of multiple transaction types through an enterprise's environment based on the specified skills of the available employee pool. The system automatically determines the efficiencies gained from SBR and adjusts your staff requirements accordingly – no manual intervention or assumptions needed. Multi-skill also provides the foundation for answering the challenges of blending inbound, outbound, multi-media, or multi-channel scheduling in task-based or fully dynamic routing environments.

Multi-Site

Using Multi-Site lets managers view activity data from all locations on a single screen, allowing easy changes to forecasts and work allocation between sites. Staffing requirements can be evaluated at the enterprise level as well as the individual site level, ensuring full visibility and accountability. Multi-site allocates work using future employee availability, providing a greater degree of transaction routing accuracy. Multi-site uses a single server and single database, so workforce managers can spend more time refining forecasts to match key performance indicators, and less time worrying about data consolidation and change monitoring.

Express Messenger

Automatically communicate schedules and schedule updates to employees and their supervisors via email to their office, home or phone. You no longer have to wait for employees to be in the office – proactive communication can help you stay ahead of the change curve.

Administrator

WFM professionals demand a system that is flexible and easy-to-use. Administrator allows for a single client workstation to serve as the control point for all workforce management functions, including configuration, data viewing and editing, reports, forecasts, schedules, and performance scorecards. This Windows-based interface makes administering the NICE IEX WFM system simple and accessible from any location touching the client's network.

Report Manager

Configurable tabular and graphical reports are available to the entire organization via a web browser. Frontline employees can see where they stand versus targets and versus their peers. Analysts and WFM Professionals can dive into data to understand near-term issues and longer-term trends. Additionally, decision-makers always have tremendous depth and breadth of understanding into operations. Report manager allows reports to be exported in several formats including PDF, RTF and XLS.



INCLUDED IN NICE IEX WFM ADVANCED AND NICE IEX WFM ADVANCED PLUS

The incremental solutions included with NICE IEX WFM Advanced or NICE IEX WFM Advanced Plus emphasize employee engagement—driving accountability and collaboration.

WebStation

This is the central nervous system connecting your people and processes. WebStation is a web-based interface that presents NICE IEX WFM information to supervisors and employees. It's where they find their schedule, request time off, interact with peers and more.

Employees

Employees can view their schedule, receive alerts of schedule changes, event reminders and see which shifts need to be filled. They can also request time off, bid for shifts, or change shifts. They will also be able to compare performance on key WFM metrics to targets and to peers. Everything is managed simply and easily from one place.

Supervisors

Similar to employees, supervisors have total visibility of schedules, events, open shifts, change and time off requests. This is supplemented with real-time monitoring of adherence, communication tools and Change Manager, to adjust service levels as needed. Supervisors can dig into data to understand trending issues or individual team member performance. WebStation offers the supervisor total control over their operation.

Time Off Manager

Eliminate the administrative hassle of manual time-off management. Time Off Manager allows supervisors to set time off planning rules with a variety of parameters, such as time off types (PTO, sick leave, in lieu of, etc.), amount of time off allowed, and the rate of time off accrual. Both the Employee and the Supervisor versions of NICE IEX WFM WebStation offer a Time Off Bidding screen, enabling both parties to make time off elections, depending on the workforce rules of the organization. Requests are auto-approved or rejected according to organizational rules.

Availability Points

Ensure service coverage while providing employees scheduling flexibility with Availability Points. Scheduler ensures that basic requirements are covered and Availability Points works with Scheduler to assign points to all remaining shifts. Employees are assigned points quotas they must accumulate weekly or monthly. Less desirable shifts are worth more points, and each employee can select the mix of shifts that best suits their preferences. Availability Points is particularly powerful for remote workers with schedule flexibility.

Schedule Change Policy

Embed clear schedule change rules within your operation—supervisors and employees can make permission-based adjustments to their schedules without the need for bureaucratic, manual processes. Factor in minimum and maximum schedule loads, rest times, schedule sequencing and more.

SmartSync

NICE IEX WFM can be tightly integrated into your other systems—payroll, timekeeping, HR, Performance Management and more. SmartSync Application Programming Interfaces (APIs) simplify these connections, unifying various protocols, databases and functionality. No more paper-based processes and duplicate data entry—SmartSync wires WFM data and practices across your organization.

eTrainer

NICE IEX WFM features eTrainer. A self-paced, computer-based training system delivered over your corporate intranet. Curriculum modules cover specific NICE IEX WFM features for employees and supervisors to facilitate training and speed up adoption.

INCLUDED IN NICE IEX WFM ADVANCED PLUS

Performance Manager Module

The 'Plus' is Performance Manager Module (PMM). This add-on is based on NICE's market-leading Performance Management solution. PMM is designed specifically for NICE IEX WFM, providing out-of-box integration, reporting and, more importantly, helping you build a culture of performance through (1) alignment and (2) action.

Alignment

PMM presents data from ACDs, dialers, WFM, and quality management (QM) to every individual in your organization—aligning them around the metrics that matter most to the business and to customers. Through PMM you can set individual (and dynamically changing) performance goals to reflect call mix, skill set, customer type and more. PMM becomes a single source of truth that keeps your people focused on great performance.

Action

PMM facilitates effective coaching by identifying the people who need coaching and topics where additional training is needed. Supervisors no longer spend hours preparing reports and data they immediately know where to focus their attention. Coaching sessions are documented, follow-up actions are assigned, and then progress is assessed. In this way, the frontline is accountable for improvements and supervisors are accountable for delivering effective coaching.

SOLUTION FEATURES

Configuration

NICE IEX WFM is the most complete and configurable solution on the market. Its unmatched flexibility allows WFM professionals to fine-tune forecasts and schedules to specific requirements, and to set-up custom reporting.

The solution is built on a rich client interface to handle complex calculations while providing “drag-and-drop” usability. For frontline users, NICE IEX WFM is available via a thin client (browser-based) interface. All aspects, especially WebStation, are designed to be simple, intuitive and readily adopted.

Users can customize the way they view data (within permissions). Reporting can be customized and recurring reports automated and saved. Data can be viewed by team, site, region, or across the enterprise. Entity sets are also customizable so that people immediately see the information they need to generate the right insight and do their best work.

Languages

NICE IEX WFM is deployed globally in the following languages: Brazilian Portuguese, Japanese, Mandarin Chinese, English, French, German, Russian and Spanish.

In addition to these languages, the NICE IEX WFM Employee and Supervisor WebStation features are also available in: Danish, Dutch, Finnish, Hebrew, Hungarian, Italian, Polish, Portuguese and Swedish.

Architecture

The NICE IEX WFM solution allows customers to deploy the architecture of their choice—a single server environment or distributed environment.

NICE IEX WFM server can be installed on the Windows 2008 R2 Standard or Enterprise. Server virtualization is supported for both options. We recommend X86 compatible hardware.

NICE IEX WFM client software runs on Microsoft Windows 7, Vista or XP operating systems. NICE IEX WFM supports an open database model that allows customers to choose.

Security

Each user of NICE IEX WFM is assigned a user name and password and they must be logged in to access any solution features. On Windows Workstations, the NICE IEX WFM system can accept the credentials of an authorized Windows login.

User accounts and permissions are controlled via a central security system. WFM professionals can ensure the right level of access for every individual across the organizational hierarchy.

NICE IEX WFM offers Lightweight Directory Access Protocol (LDAP) as an additional layer of security as required. User ID validation occurs in a LDAP directory, eliminating the need for a separate NICE IEX WFM solution ID and password.

SUMMARY

NICE IEX Workforce Management (WFM) offers the most complete and configurable solution on the market. The solutions unique flexibility puts control in the hands of the exacting WFM professional—allowing for more precise forecasts and schedules.

The value of NICE IEX WFM is amplified by its user-centric design and features. Front-line users have a single WebStation portal to access everything they need to understand their schedules and their responsibility. Supervisors have all the data they need to understand trends, react to intraday changes, and to best support their people. Ultimately, this drives a level of employee engagement, alignment and action that helps the organization deliver a better customer experience at a lower cost.

ABOUT NICE SYSTEMS

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com

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