



Workforce Optimization Pro

Workforce Optimization and Omnichannel
Routing Unified in the Cloud

Unlock the potential of your team

NICE inContact Workforce Optimization Pro unlocks the potential of your team by inspiring employee self-improvement, amplifying quality management efforts, and reducing labor waste. Our patented technology provides the industry's most accurate forecasts, helps foster a greater sense of employee ownership and accountability, and is fully integrated with the CXone Platform. Unlike other workforce optimization products that have cumbersome user interfaces or silos of functionality, our suite of products works together seamlessly to deliver a better experience for your customers. CXone Workforce Optimization Pro helps you achieve an optimal balance between operational efficiency and a superior customer experience.



CXone Recording Pro



CXone Interaction Analytics



CXone Quality Management Pro



CXone Feedback Management



CXone Workforce Management Pro



inView Performance Management
for CXone



CXone Coaching and Learning

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

Patricia C,
Michigan Public
Health Institute

CXone Workforce
Management Pro

CXone Interaction
Analytics

CXone Recording Pro

CXone Quality
Management
Pro

CXone Coaching
and Learning

inView Performance
Management for CXone

CXone
Feedback
Management

Full-featured workforce optimization and omnichannel routing – all in one cloud solution

CXone Workforce Optimization Pro, an integral part of the NICE inContact CXone platform, is a unified suite of products that let your organization identify unique operational strengths while defining any opportunities for improvement. Transform your customer interactions, agent satisfaction and operational efficiency.

Improve the customer experience

Understand the true experience your customers receive and automate measurable quality improvement plans

- Achieve your NPS, CSAT and other customer experience objectives
- Transform your operation from being a contact center to an experience center
- Increase customer retention by detecting dissatisfaction, even when customers don't tell you about it
- Increase customer loyalty by taking action proactively to turn around bad experiences

Increase agent engagement and retention

Happy agents create happy customers. Empowering and helping your agents perform better will improve the customer experience, and increase agent job satisfaction

- Increase the level of personal ownership and engagement of your agents
- Reduce agent attrition
- Decrease supervisor workload while improving agent performance
- Deliver better experiences for your agents when managing time off and schedule needs
- Improve agent engagement and schedule adherence



Achieve service level objectives at a lower cost

- Quickly pinpoint efficiency opportunities and easily implement repeatable solutions
- Optimize headcount requirements to achieve service level objectives
- Minimize administrator effort to generate accurate forecasts and effective schedules
- Gain an understanding of the cause of pain points within the customer journey
- Reduce repeat calls with CXone Analytics and CXone Quality Management Pro by constantly identifying and resolving process issues
- Identify the top causes of less-than-optimal business outcomes to attack them head on and solve them for good
- Automatically scale resources to match seasonal volume and other business fluctuations



Lower administration and maintenance costs

- Leverage an advanced, cloud WFO suite of products fully unified with the NICE inContact CXone Platform
- Reduce administration and maintenance efforts with a single interface for user configuration, permissions, and skills
- Eliminate data synchronization issues and the need to install and maintain third-party ACD integrations
- Realize benefits quickly with rapid deployment
- Easily add new features as your business needs change

“For us, having WFO unified with CXone has paid for itself time and time again through improvements in productivity”

Sarah McElwee,
KBM Group

Transforming One-on-One Experiences in the Contact Center

NICE inContact CXone, the world's #1 cloud customer experience platform, helps organizations be first in their industry by powering exceptional experiences for customers and employees. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence --all built on an Open Cloud Foundation. CXone helps organizations of all sizes be first and stay first, empowering your teams to move faster and work smarter. Be the first choice of customers, first to innovate, first choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.

NICE inContact **CXone**



OMNICHANNEL ROUTING

Connect Journeys Across Any Channel



ANALYTICS

Turn Insights Into Results



WORKFORCE OPTIMIZATION

Unlock Your Team's Potential



AUTOMATION & AI

Streamline Service Delivery



OPEN CLOUD FOUNDATION
Power Rapid Innovation



About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's No. 1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: www.NICEinContact.com

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