Engaging and Intelligent WFM in the Cloud

Involving today's workforce to solve customer satisfaction

Best ways to schedule in the Contact Centre

Understanding the cultural shift

Employees are dissatisfied with their work-life balance and considering leaving their current employer within two years.

22%

of millennials

&

19%

of members of Gen Z

Deloitte. "A Generation Disrupted: Highlights from the 2019 Deloitte Global Millennial Survey."
https://www2.deloitte.com/insights/us/en/topics/talent/deloitte-millennial-survey.html
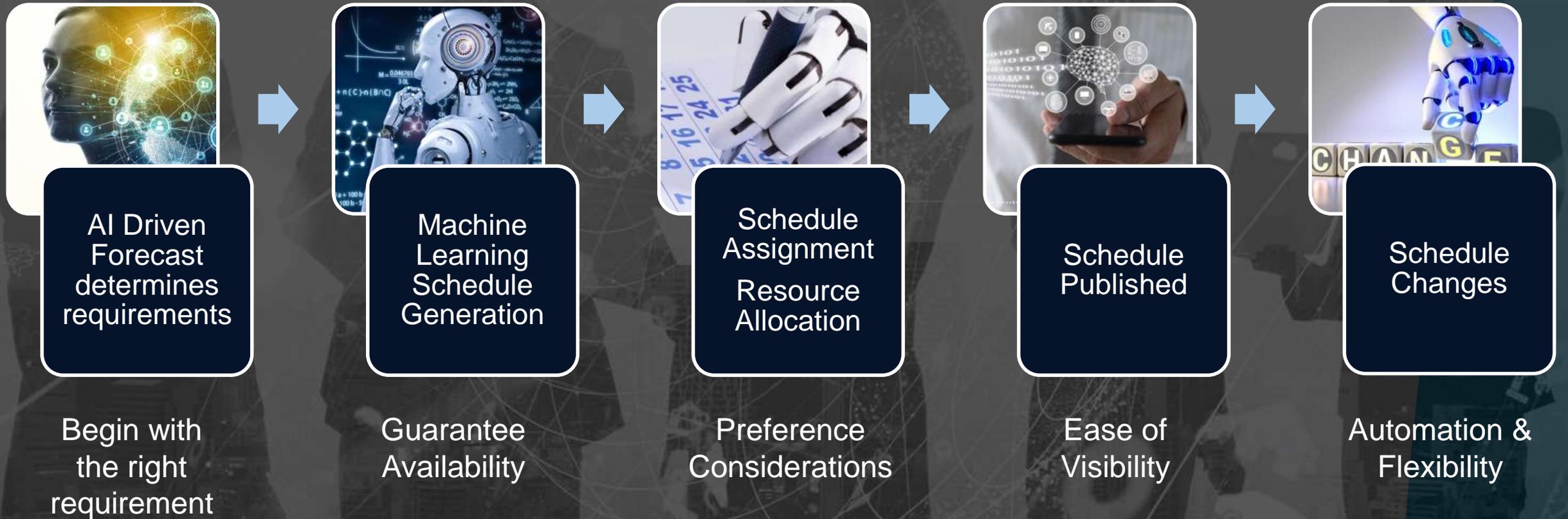
NICE

At the same time, the gig economy's appeal to younger generations has grown

About **84%** of millennials and **81%** of Gen Z would now consider joining the gig economy.

NICE

Less then 1/3 of contact centers are very satisfied with their existing scheduling process.
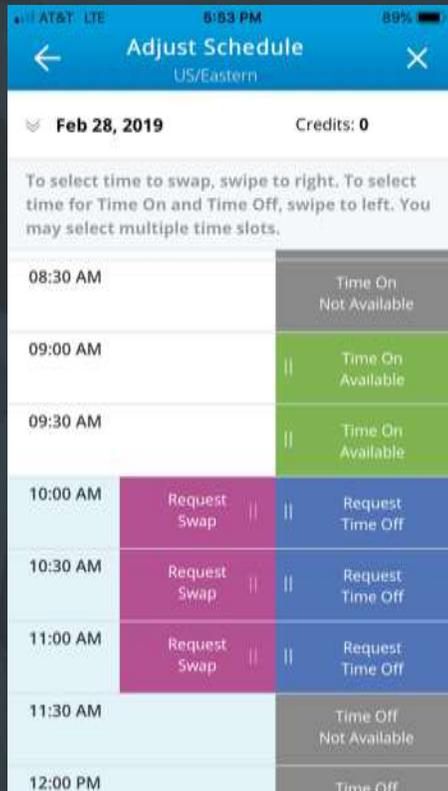
NICE

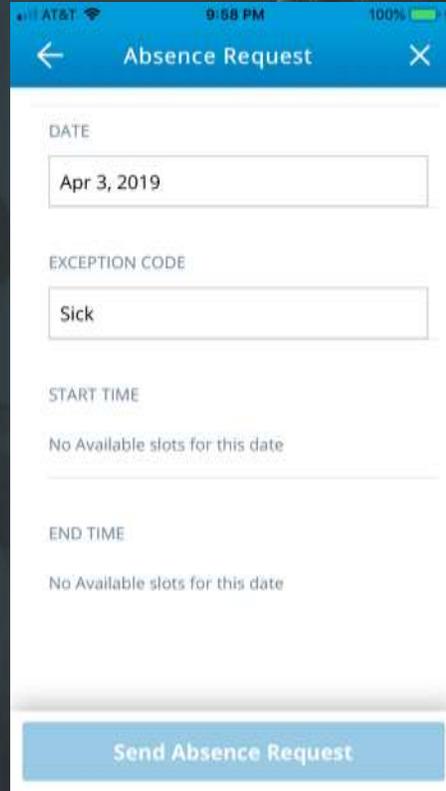# Preferences only go so far in providing work-life balance

AI Driven Forecast determines requirements

Begin with the right requirement

Machine Learning Schedule Generation

Guarantee Availability

Schedule Assignment Resource Allocation

Preference Considerations

Schedule Published

Ease of Visibility

Schedule Changes

Automation & Flexibility

Make agents WFM partners

Mobile Schedule View

Agent Visibility into Staffing needs

Request Absence easily and update WFM Automatically
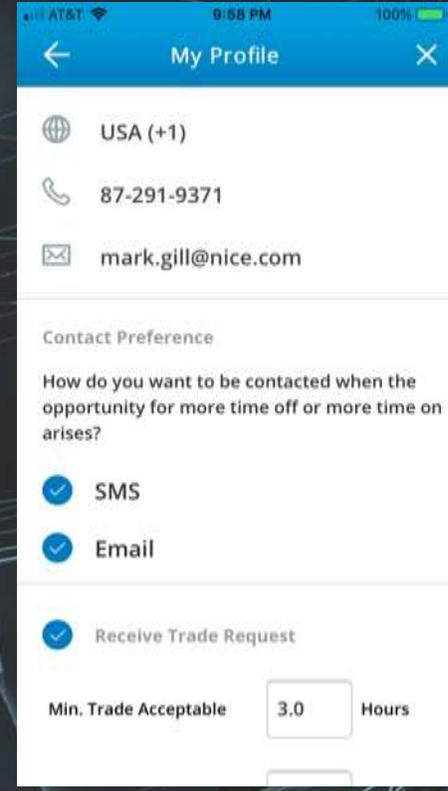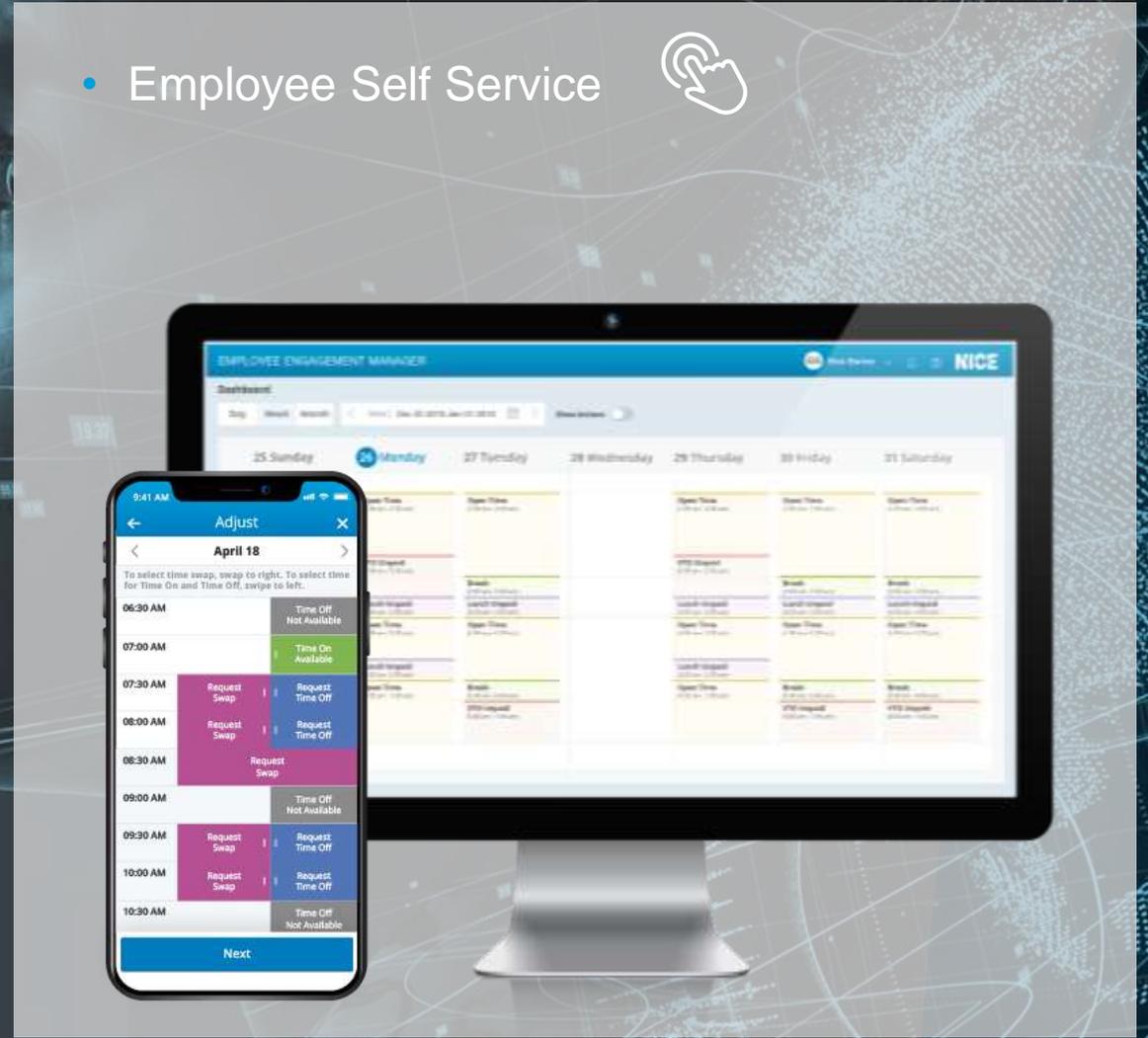
Agent Controlled Contact Preferences
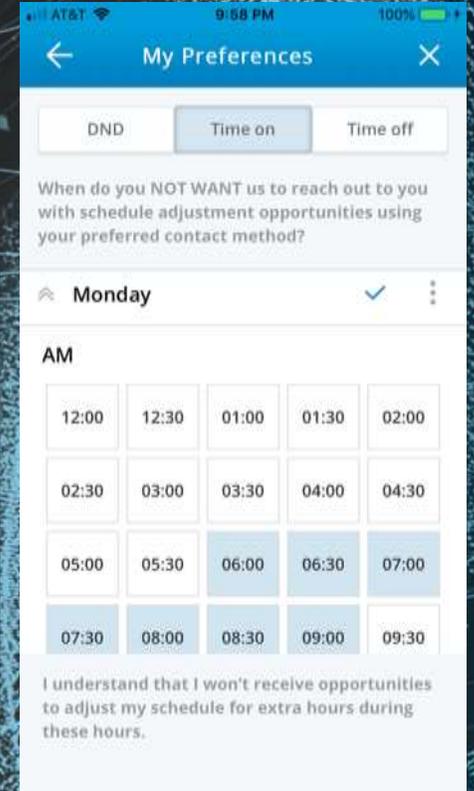
Agent controlled OT / VTO / DND Preferences

Automated or self service for agents

- Staffing Optimization Rules

- Employee Self Service

NICE | Gartner Report

Source: Gartner (February 2019)

NICE positioned highest and furthest for its ability to execute and completeness of vision in Gartner's Workforce Engagement Management Magic Quadrant.

Access the full report **here**

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