



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>

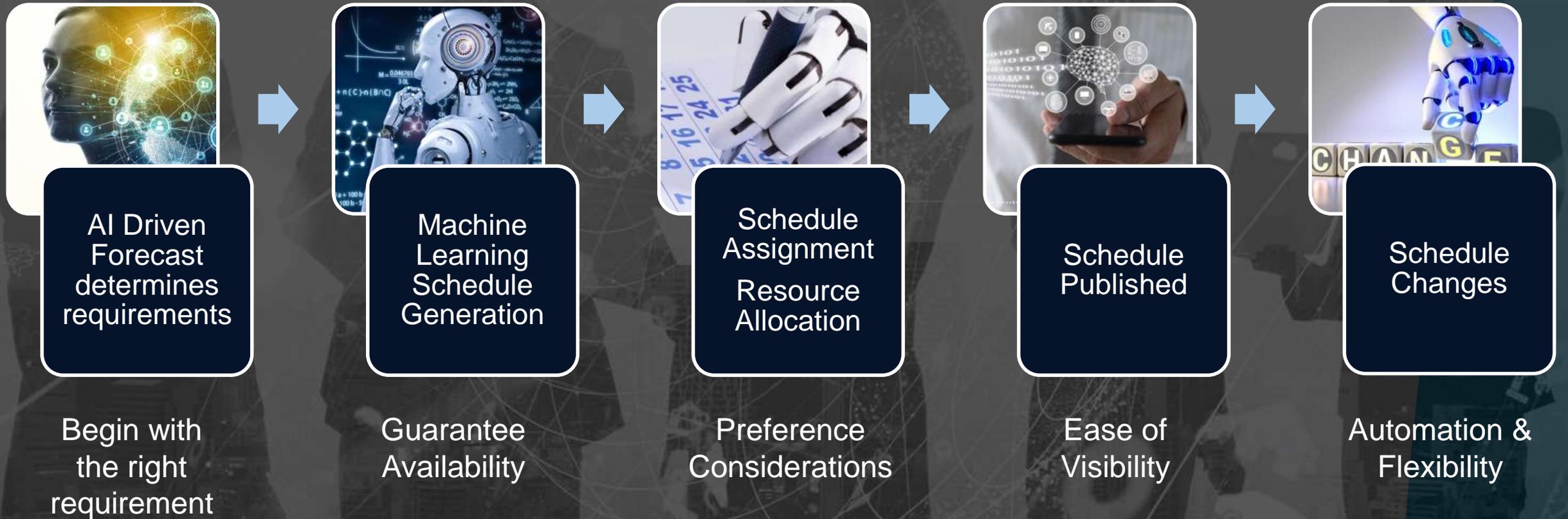
At the same time, the gig economy's appeal to younger generations has grown

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

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



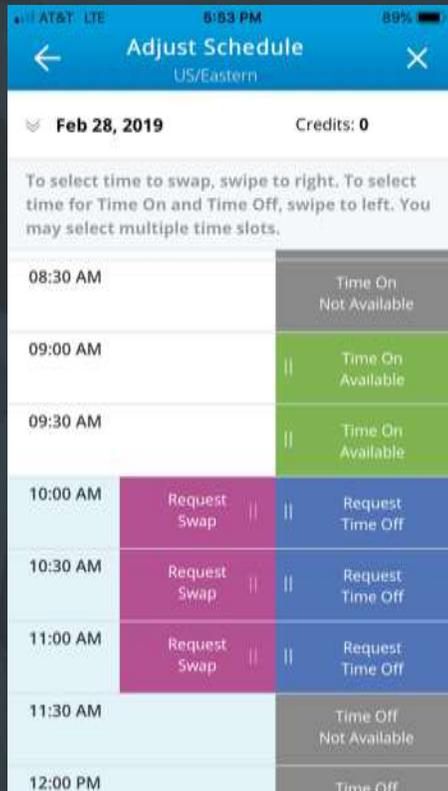
Preferences only go so far in providing work-life balance



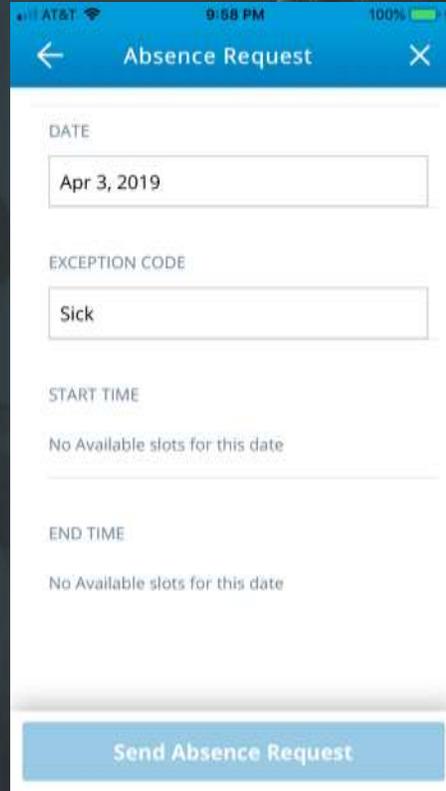
Make agents WFM partners



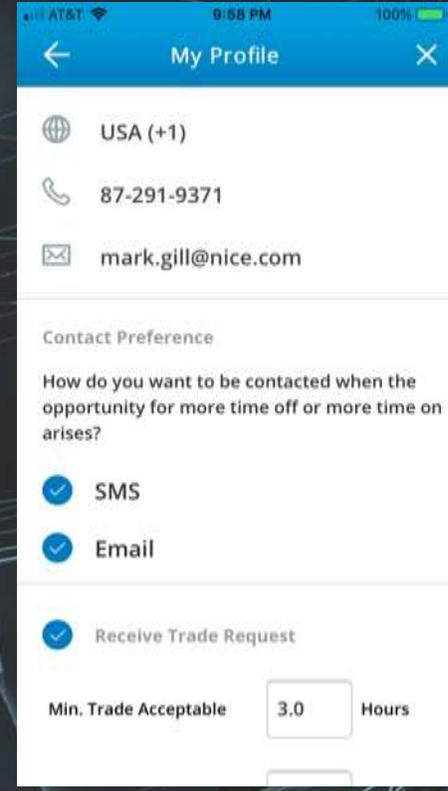
Mobile Schedule View



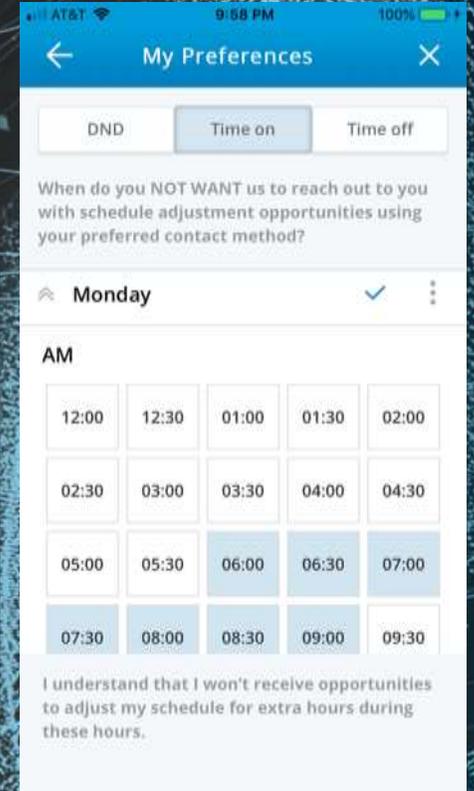
Agent Visibility into Staffing needs



Request Absence easily and update WFM Automatically



Agent Controlled Contact Preferences



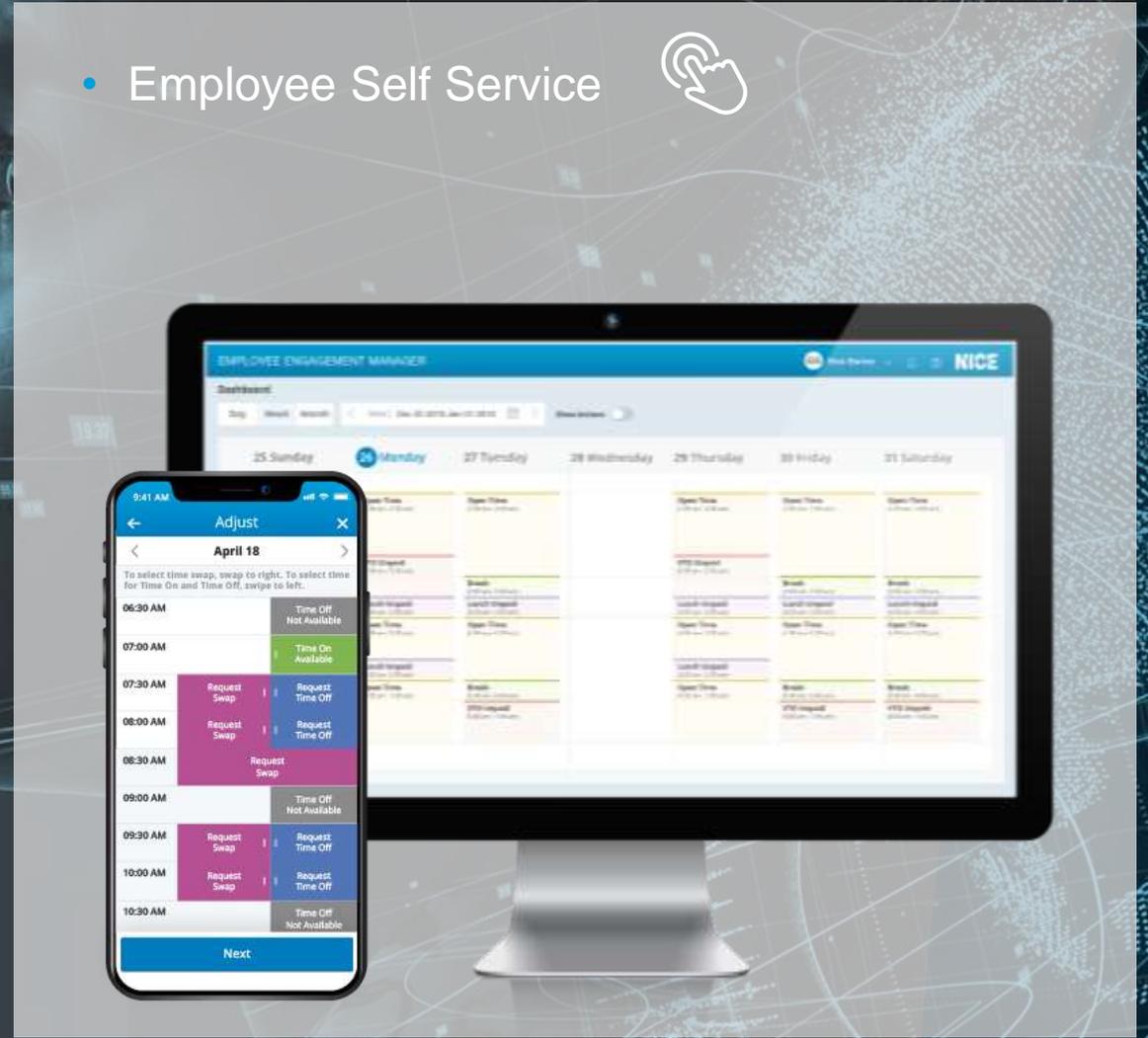
Agent controlled OT / VTO / DND Preferences

Automated or self service for agents

- Staffing Optimization Rules 



- Employee Self Service 



NICE | Gartner Report



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](#)

Source: Gartner (February 2019)

Gartner: Magic Quadrant for Workforce Engagement Management, Jim Davies, Simon Harrison, Drew Kraus, February, 2019.

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