



How to Build Flexibility into Call Centre Schedules

The Digital WFM Suite



42%

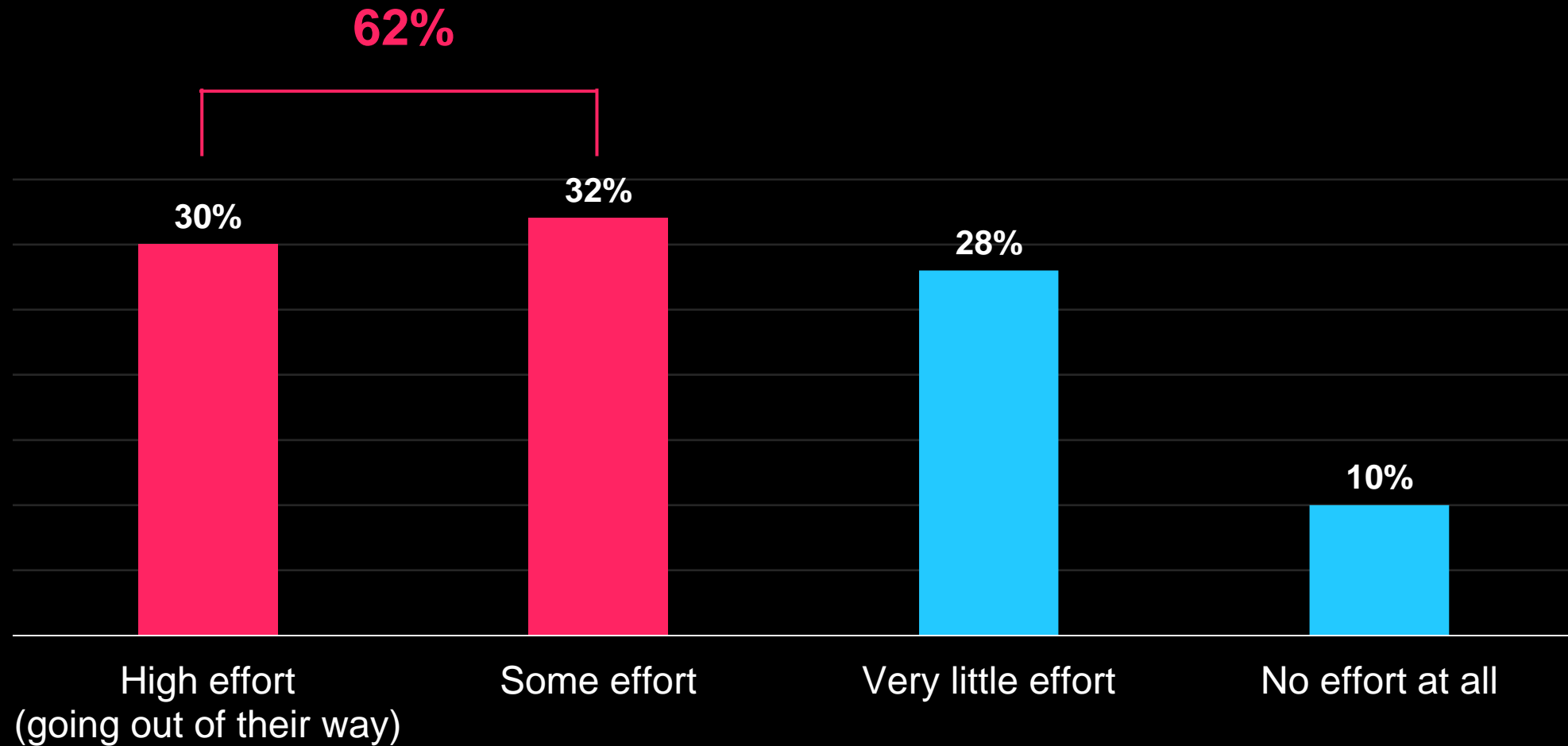
Average attrition
rate in contact
centres in 2021



Are we doing
everything we
can to improve
retention?

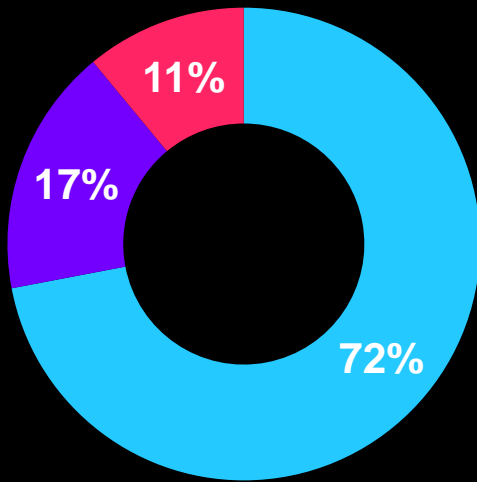


Efforts Invested by Organizations to Retain Agents

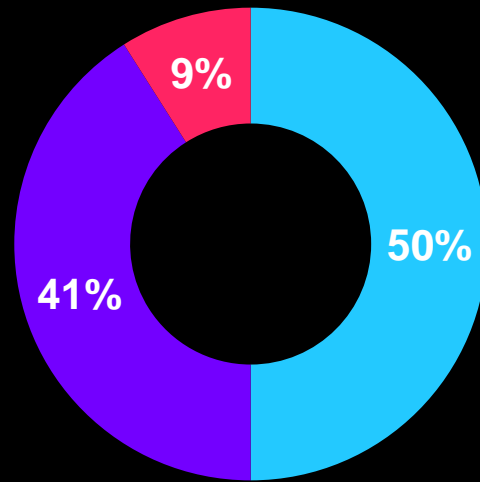


Factors Affecting the Decision to Keep a Position

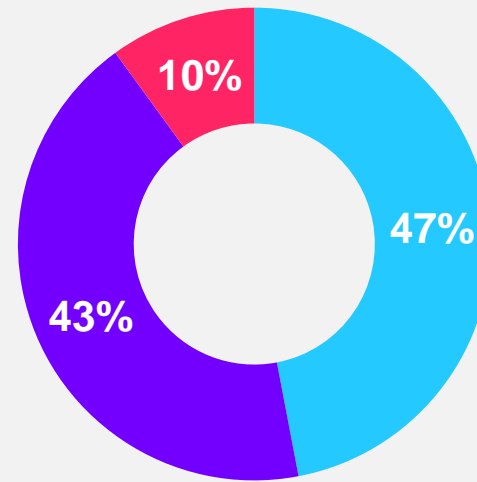
High impact Some impact No impact



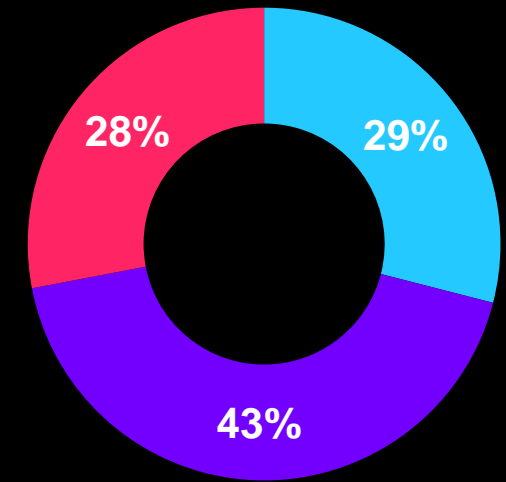
Better pay



Clear career growth path



Flexible scheduling with access 24/7



Ability to work remote, in-office, or hybrid

How NICE Provides **Agility** for the Agents

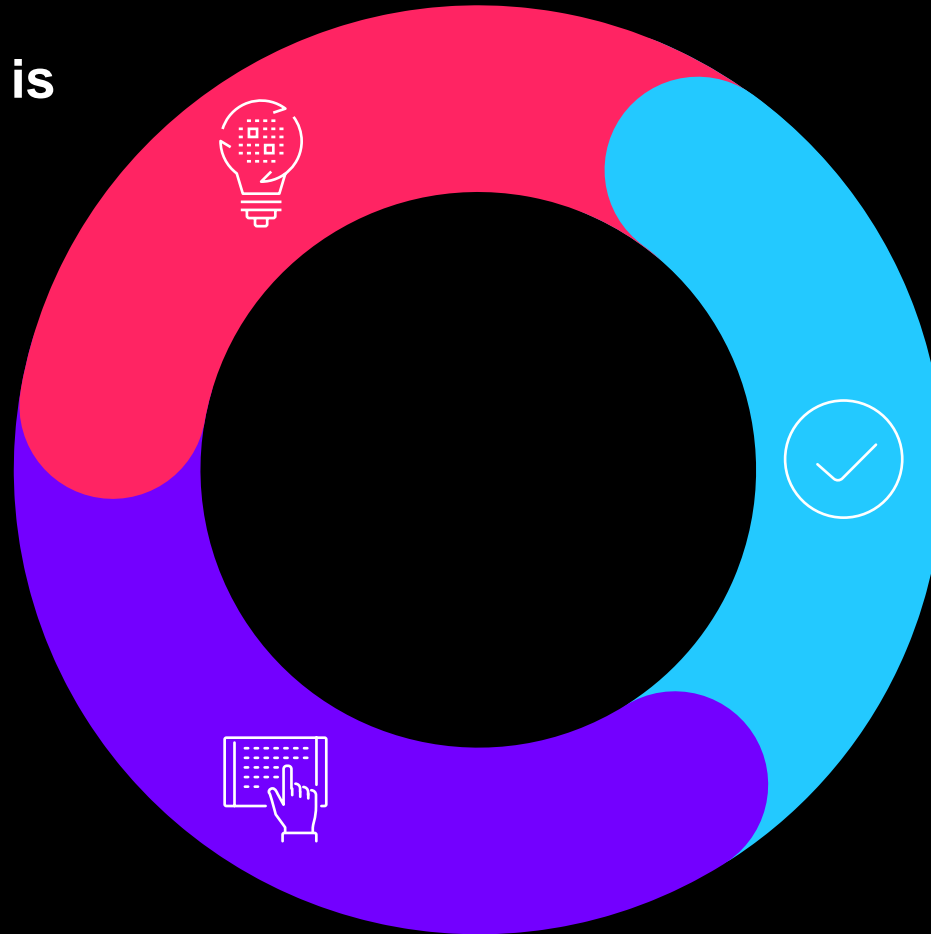
Before the Schedule is Created



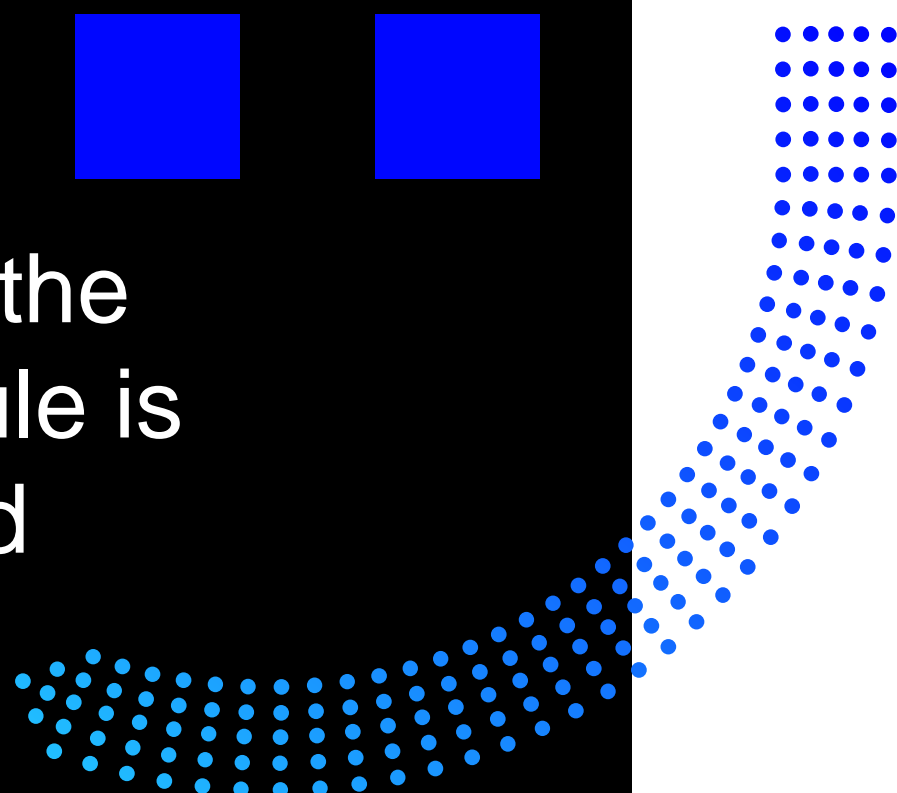
During the Schedule Process



After the Schedule is Published



Before the Schedule is Created



Guaranteed Availability

Viewing availability for 10/1/17 - 11/30/17 Date Range

Status: Approved

Selected
Hours: 5:30
Points: 66

Mark As
Available Unavailable

START-END	WED	THU	FRI	SAT	SUN	MON	TUE
12:00 AM - 12:15 AM	3	3	3	8	10	3	3
12:15 AM - 12:30 AM	3	3	3	8	10	3	3
12:30 AM - 12:45 AM	3	3	3	8	10	3	3
12:45 AM - 01:00 AM	3	3	3	8	10	3	3
01:00 AM - 01:15 AM	3	Wed: 01:00 AM - 01:15 AM - 3					
01:15 AM - 01:30 AM	3	3	3	8	10	3	3
01:30 AM - 01:45 AM	3	3	3	8	10	3	3
01:45 AM - 02:00 AM	3	3	3	8	10	3	3
02:00 AM - 02:15 AM	3	3	3	8	10	3	3
02:15 AM - 02:30 AM	3	3	3	8	10	3	3
02:30 AM - 02:45 AM	3	3	3	8	10	3	3
02:45 AM - 03:00 AM	3	3	3	8	10	3	3
03:00 AM - 03:15 AM	3	3	3	8	10	3	3
03:15 AM - 03:30 AM	3	3	3	8	10	3	3
03:30 AM - 03:45 AM	3	3	3	8	10	3	3
03:45 AM - 04:00 AM	3	3	3	8	10	3	3

Summary

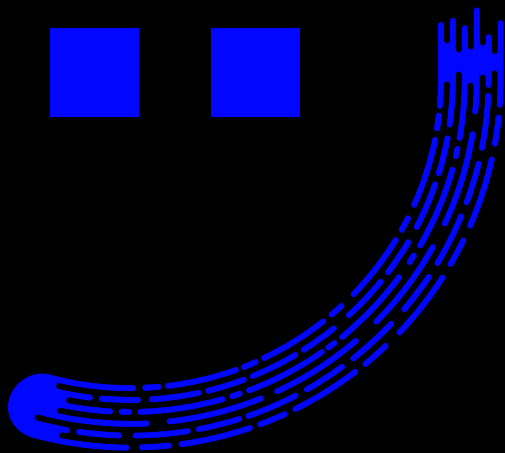
	WED	THU	FRI	SAT	SUN	MON	TUE	TOTAL	TARGET
Hours	7:00	7:00	7:00	0:00	6:00	7:00	7:00	41:00	35:00
Points	84	84	84	0	240	84	84	660	800

OK Cancel

Instructions
You must work a Saturday or Sunday each week. Or work both.

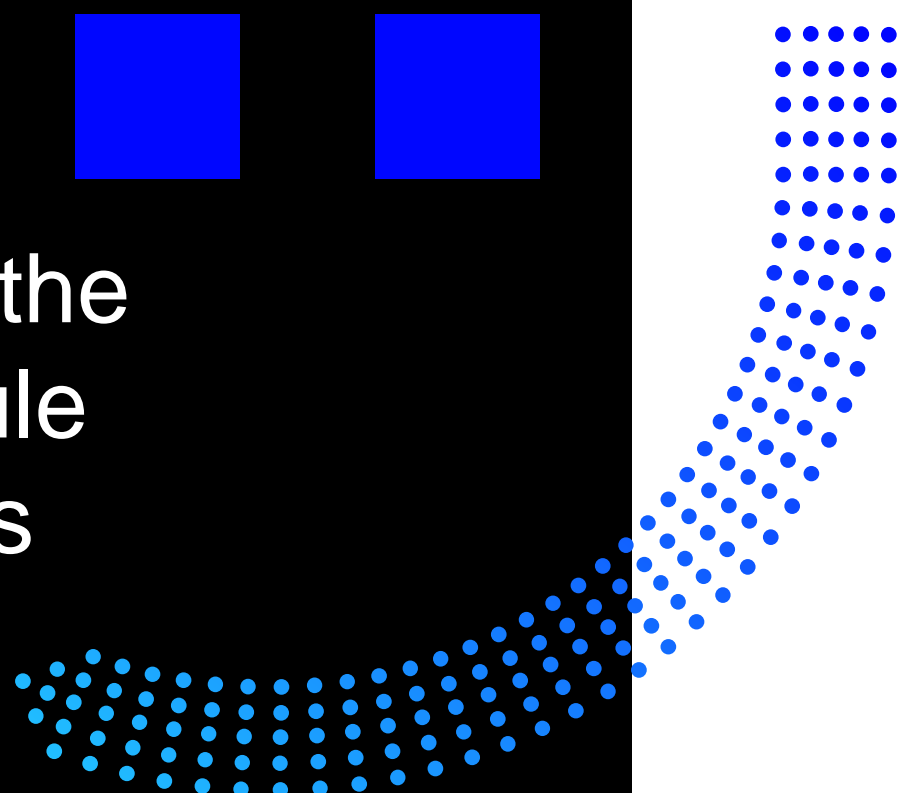
- ✓ You must have availability on at least 4 days.
- ✓ You must be available for at least 35:00 hours.
- ⚠ The numbers inside the boxes are availability points. Your total availability points must meet or exceed your target of 800 points. You need an additional 140 points.
- ✓ Each block of time must be at least 4:00 hours.
- ✓ Sat/Sun: You must be available at least 5:00 hours beginning after 06:00 AM and ending before 08:00 PM, on at least 1 days (Sat, Sun).

Thousands of Possible Combinations of Preferences



- Custom priorities
- Daily rules
- Days off
- Days per week
- Fairness
- Hours per week
- Lunch lengths
- Lunch times
- Start times
- Stop times

- Proprietary algorithm
- Solves the “all or nothing” problem
- Combines the business and employee preference priorities
- A simple, streamlined procedure
- Control over their schedules

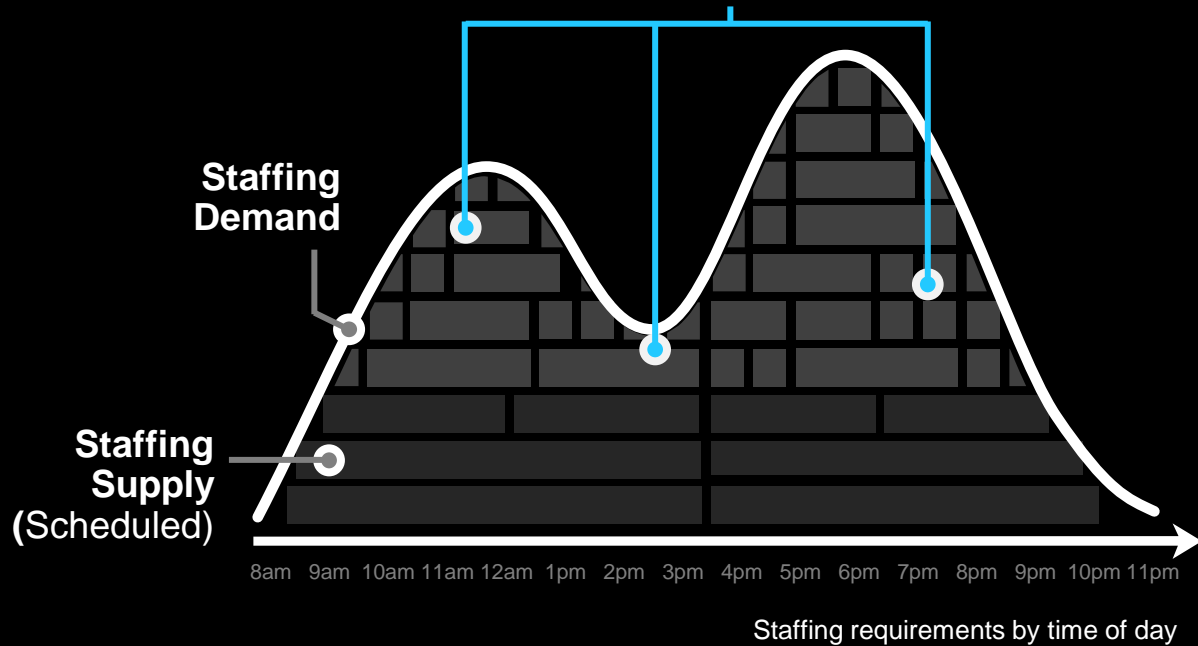


During the Schedule Process

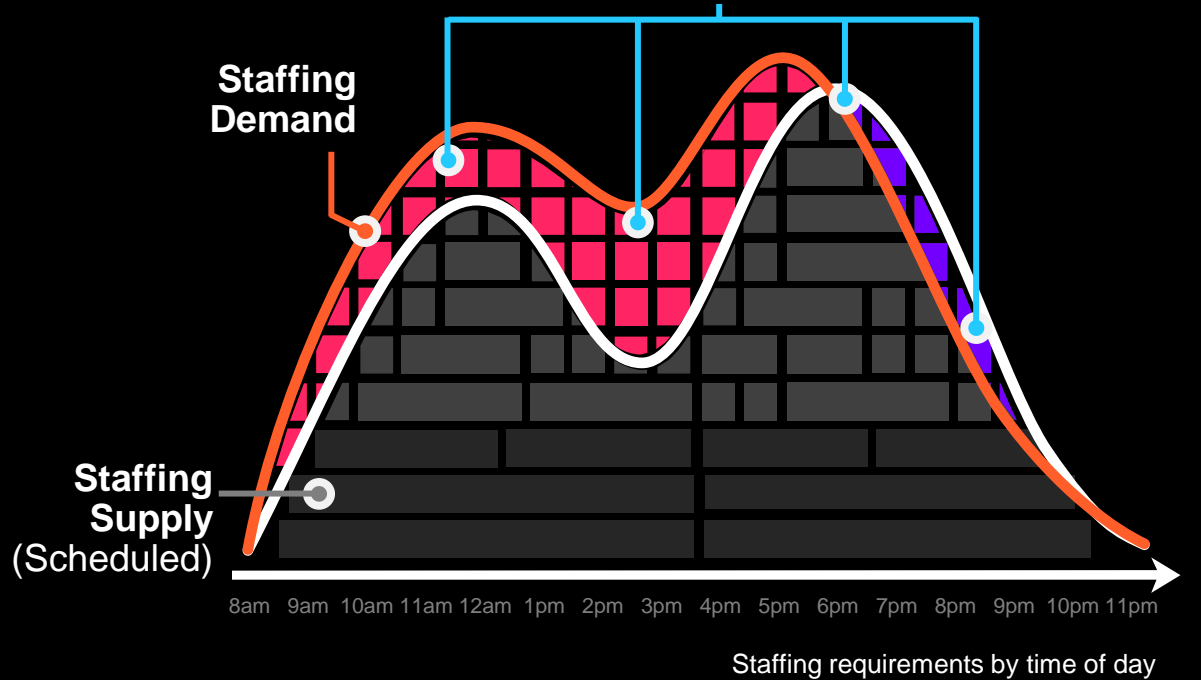
- Automatic Employee Assignment, using preferences
 - Automatic Pattern Assignment, using preferences
 - Schedule Pattern Bidding
 - Team Scheduling
- Weekly / Multi-week Hours, Date Range Scheduling
 - Shift Policies (Sequences & Limits)
 - Schedule Overhead
 - Seat Limits
 - Weekend Fairness
 - Day of Week Fairness
 - Holiday Fairness
- Multiple schedule optimization controls
 - And more

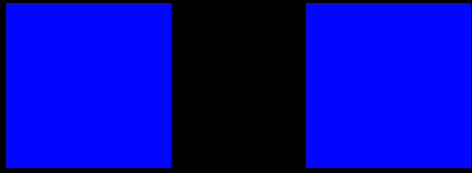
Self and Hybrid Scheduling

Automated Self-Scheduling

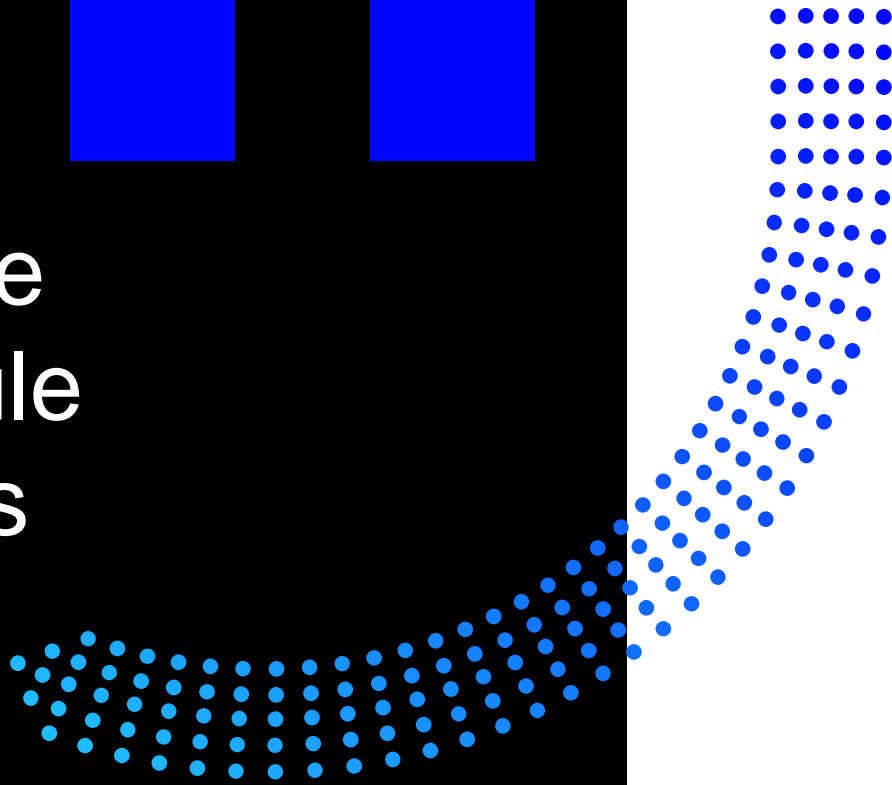


Automated Adjustments

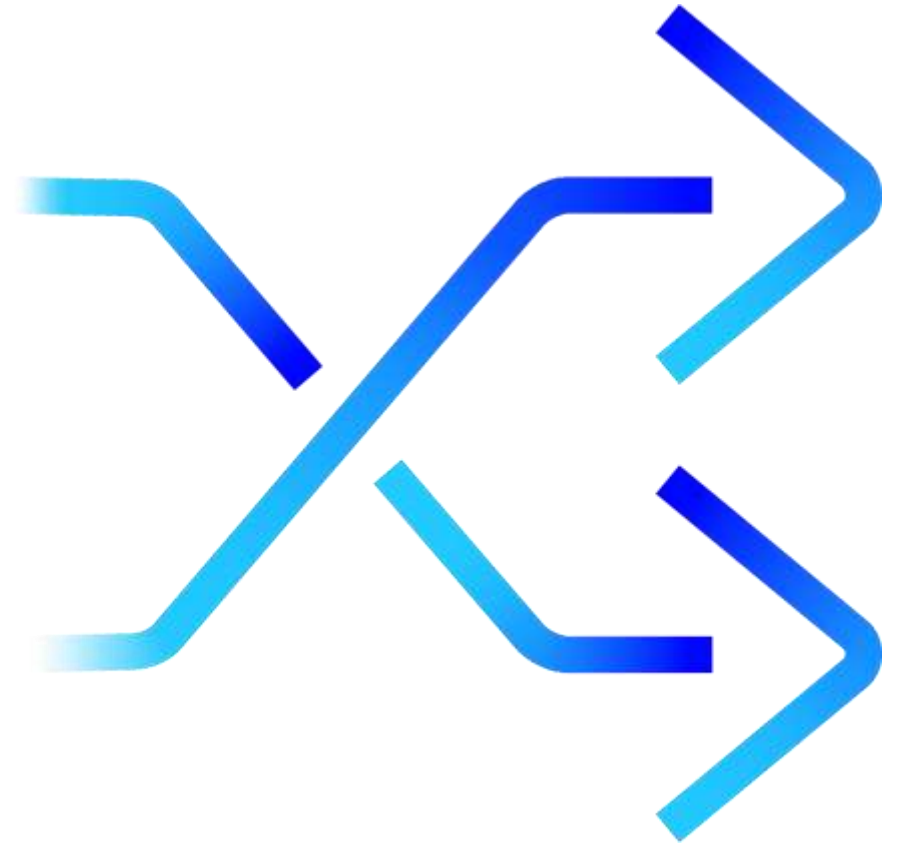




After the
Schedule
Process



The need for flexibility continues after the schedule has been published.



Adjust Your Schedule Instantly: **Achieve Work-Life Balance**

Late Night with Friends/Family



Solution:

Pre-Approved Time Off

Result:

Improve attendance; reduce absenteeism



Unplanned Doctor's Visit



Solution:

Pre-Approved Time Off

Result:

Improve attendance; reduce absenteeism

Pre-Approval / Auto Self-Service

Adjust Your Schedule Instantly: **Achieve Work-Life Balance**

Disruptive Piano Lessons (WFH)

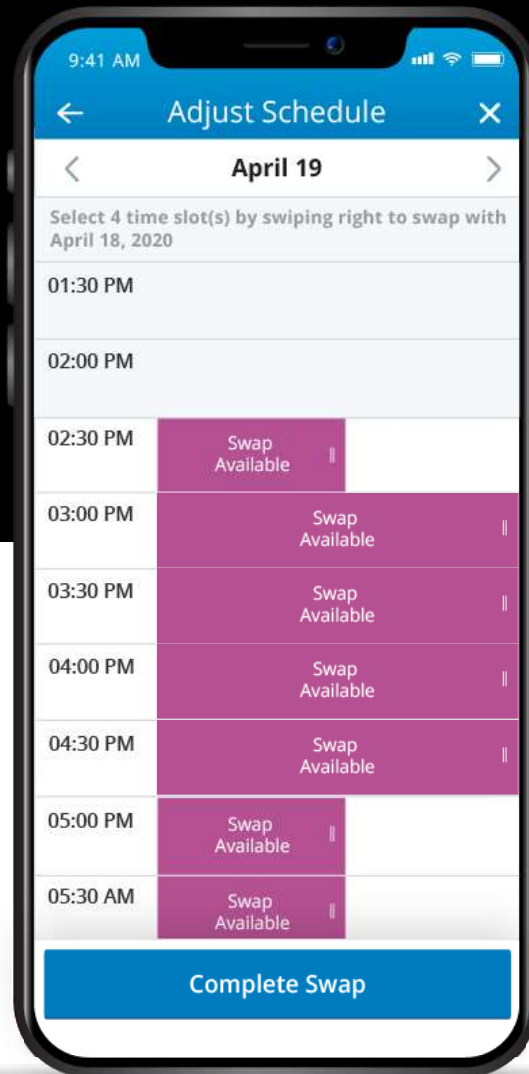


Solution:

Pre-Approved Self-Swap
(avoid disruption)

Result:

Flex shift; maintain total hours



Disruptive Home Repairs (WFH)



Solution:

Pre-Approved Self-Swap
(avoid disruption)

Result:

Flex shift; maintain total hours

Pre-Approval / Auto Self-Service

Adjust Your Schedule Instantly: **Achieve Work-Life Balance**

Unemployed Spouse (less income)

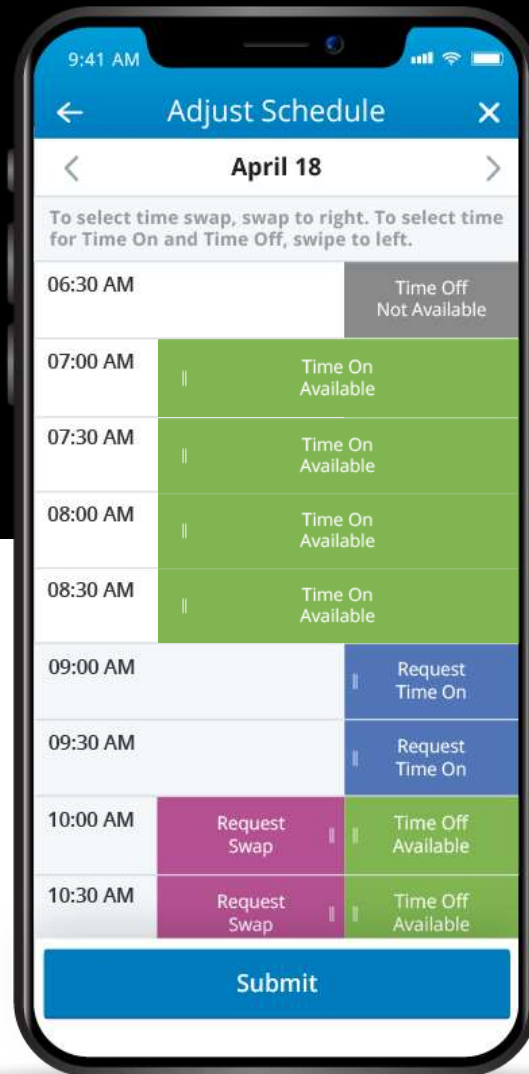


Solution:

Pre-Approved Extra Hours
(morning); 'Time On'

Result:

More household income



Quiet-Life in Lockdown (home alone)



Solution:

Pre-Approved Extra Hours
(evening); 'Time On'

Result:

Growth/engagement at work

Pre-Approval / Auto Self-Service

NICE Digital Workforce Management Suite

Accuracy for the Business & Agility for the Agents

- **12 Year** Leader in Market Share According to DMG
- **13 Year** Leader in the Gartner MQ Reports That Track WEM

WFM SUITE



PLAN



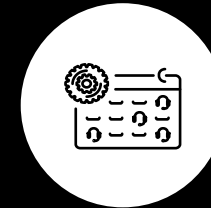
FORECAST



SCHEDULE



MANAGE



AUTOMATE

Thank You

NICE 

Make
experiences

flow