

Tips for Optimizing WFM in 2025

Create a
NiCE..
world 😊



400
Survey Size

50% EMEA
50% North America

**Digital Channels
Increased**

51%
200-499 employees

5%
2,000-4,999 employees

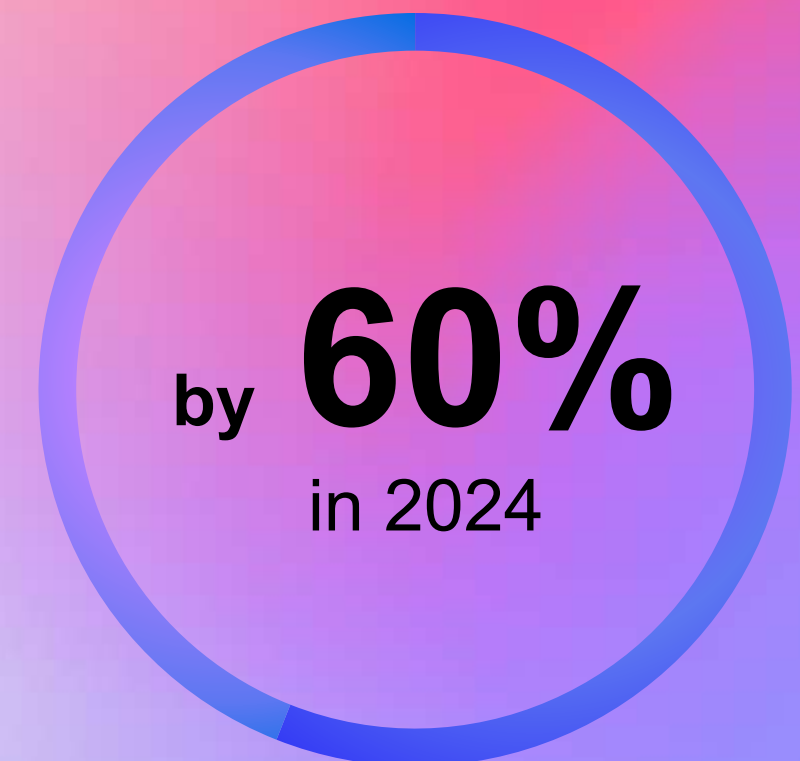
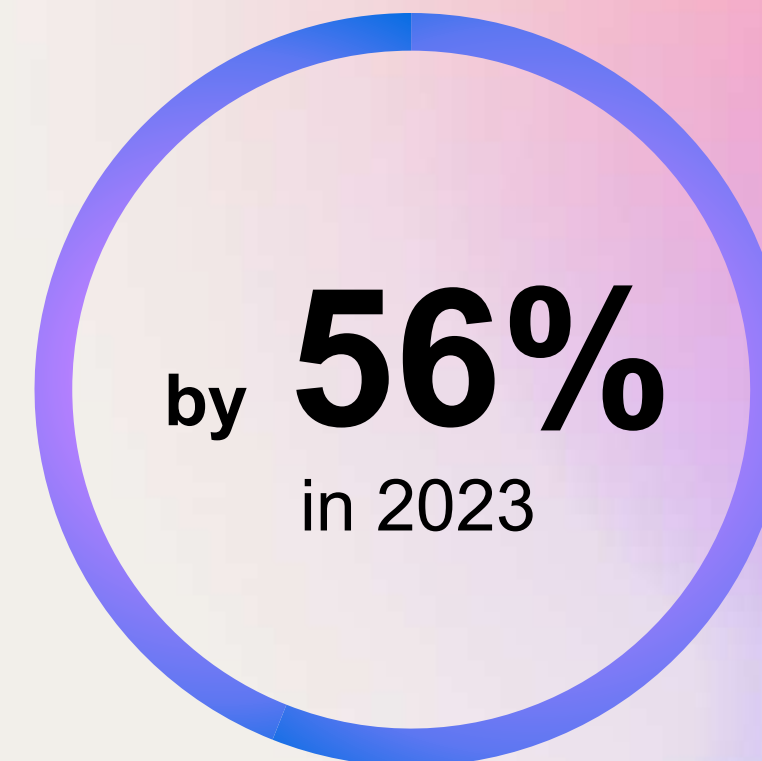
21%
500-999 employees

4%
5,000-9,999 employees

10%
1,000-1,499 employees

7%
More than 10,000

3%
1,500-1,999 employees



Managing the Modern Contact Center: Current Employer Trends | NiCE

**Scan for
white paper**

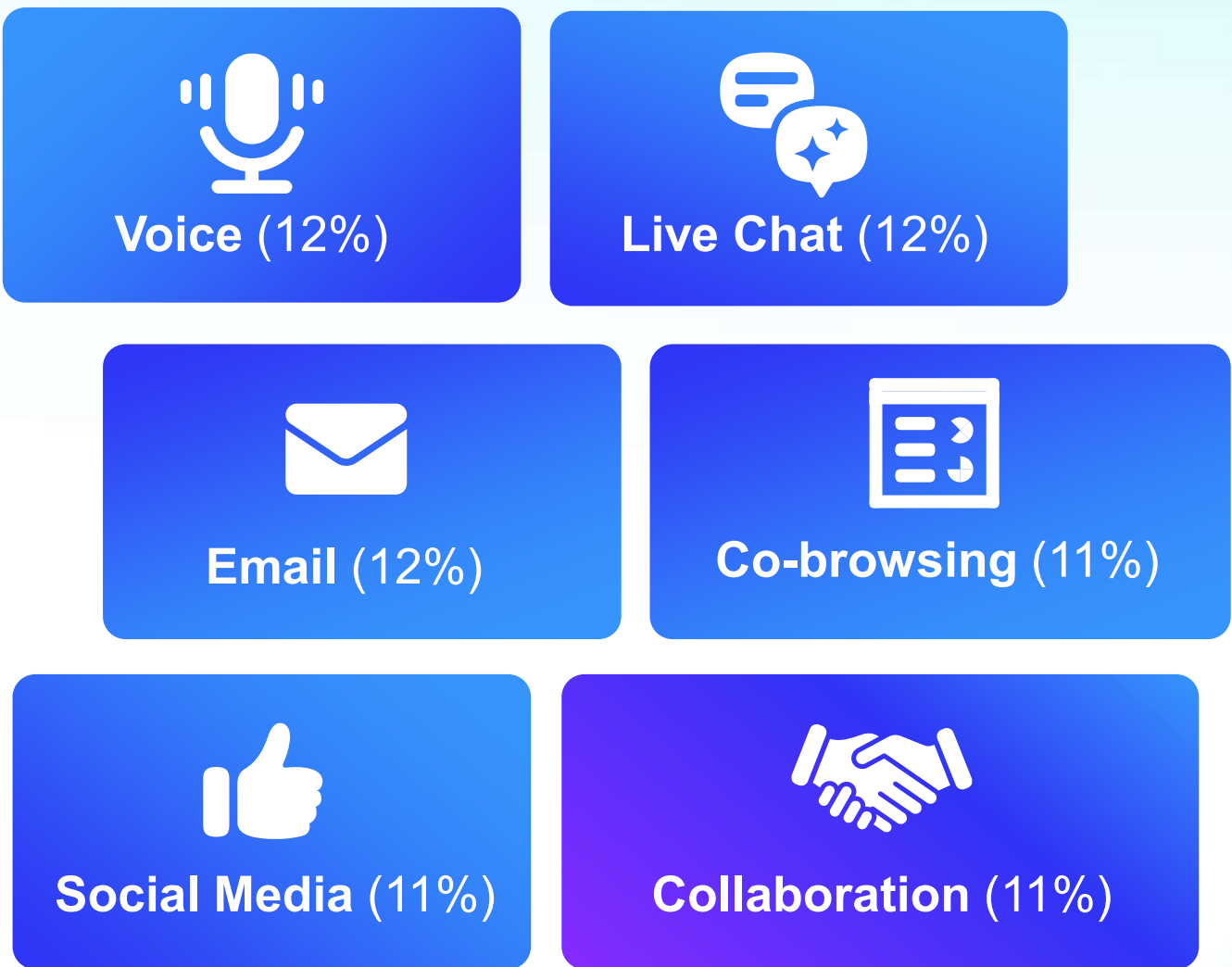


NiCE

Challenges Organizations Have Experienced in the Multichannel Environment



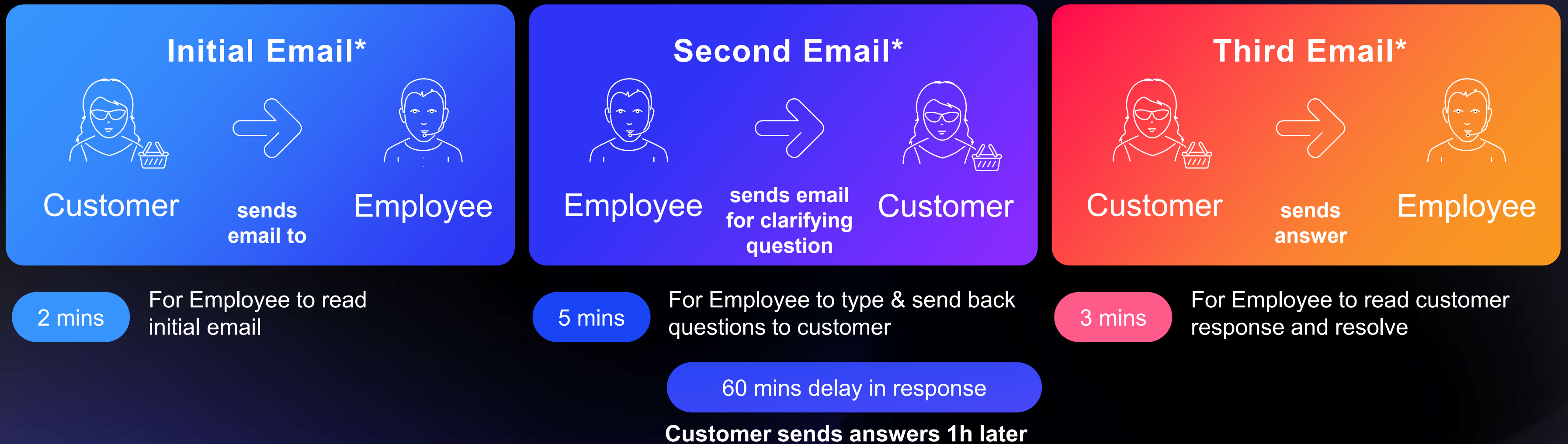
Accuracy of staffing forecasts / mean percentage of accuracy (by channel)



Areas that have improved as a result of adopting new support channels



Tip 1: Consider the challenges with Long Asynchronous Interactions



Business problem:
was this...



One contact that lasted 10 minutes?



One contact that lasted 70 minutes?



Three separate contacts?

which interval should the information be reported?



When the contact started



When the contact ended



In each interval work was performed

** The example is "email"; other examples include SMS, social media posts, chat, claims, tickets, cases, etc.*

True to Interval (TTI)

Synchronous & Asynchronous Work Item Deconstruction



Today's Paradigm

“When Contact Ended” (WCE) paradigm

- A contact is counted once in the interval in which it ends...even if the contact spanned intervals
- Handle Time is reported only in the interval in which contact ends

Example. Contact Arrives at 9:10am & Completes at 9:40am

Interval	Received	Handled (completed)	Handle Time (WCE)	Staff Req
9:00 am	1	0	0	0
9:15 am	0	0	0	0
9:30 am	0	1	30	2

Use when...

- most contacts arrive and complete in the *same* interval (synchronous)
- intervals are *longer* than the handle times

Creates staffing problems when...

- handle times are long or intermittent and contacts span intervals
- intervals are shorter than the handle times

Invented Paradigm

“Answered & Active True to Interval” (A&A TTI) paradigm

- A contact is counted once in the interval in which it is initially answered
If the contact spans intervals, it is counted again in each subsequent interval where activity occurred
- Handle Time is reported in each interval in which work activity occurs

Example. Contact Arrives at 9:10am & Completes at 9:40am

Interval	Received	Answered	Active	Handle Time (TTI)	Staff Req
9:00 am	1	1	0	5	.33
9:15 am	0	0	1	15	1
9:30 am	0	0	1	10	.67

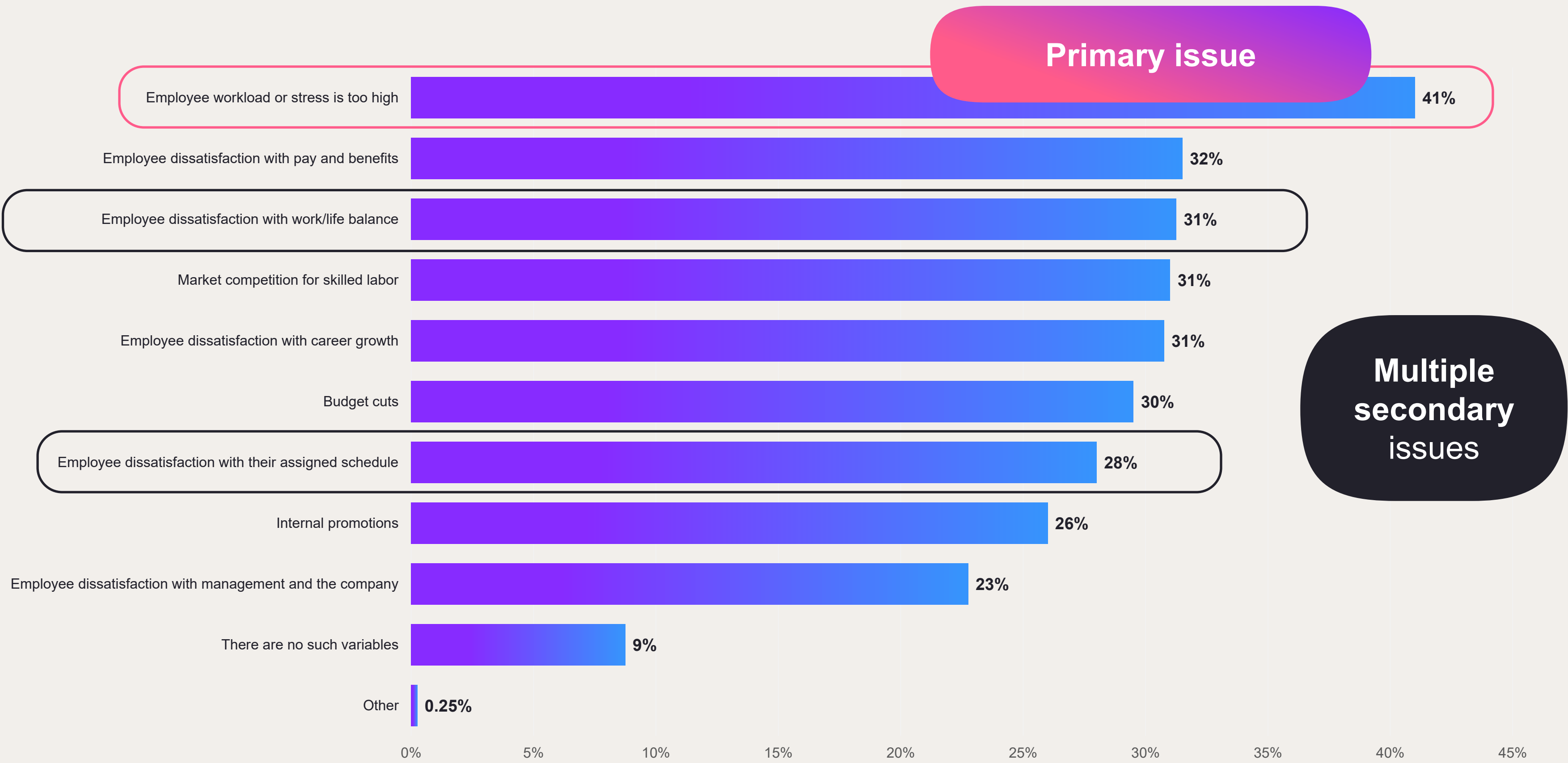
Use when...

- contacts arrive and are completed in *any* interval (synchronous or asynchronous)
- Intervals are *shorter or longer* than the handle times

Solves staffing problems when...

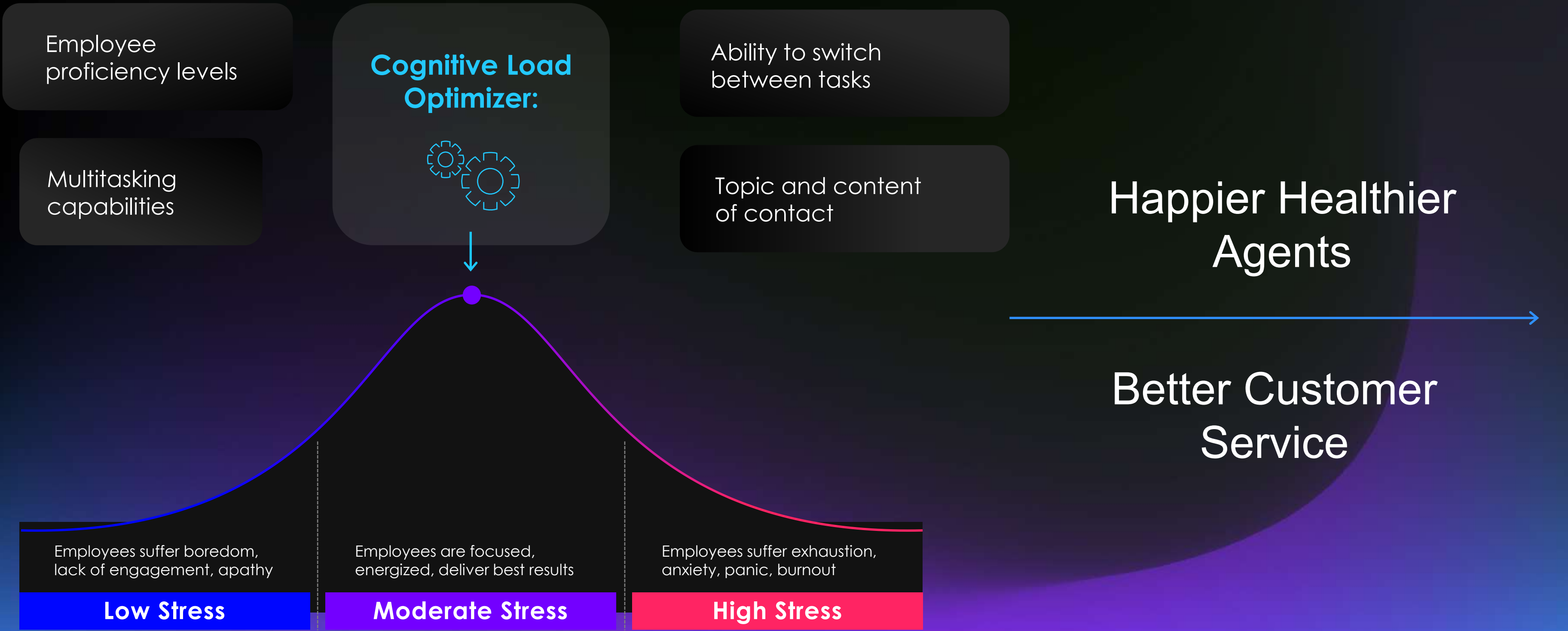
- handle times are long or intermittent and contacts span intervals
- intervals are shorter than the handle times

What Variables Impact Attrition

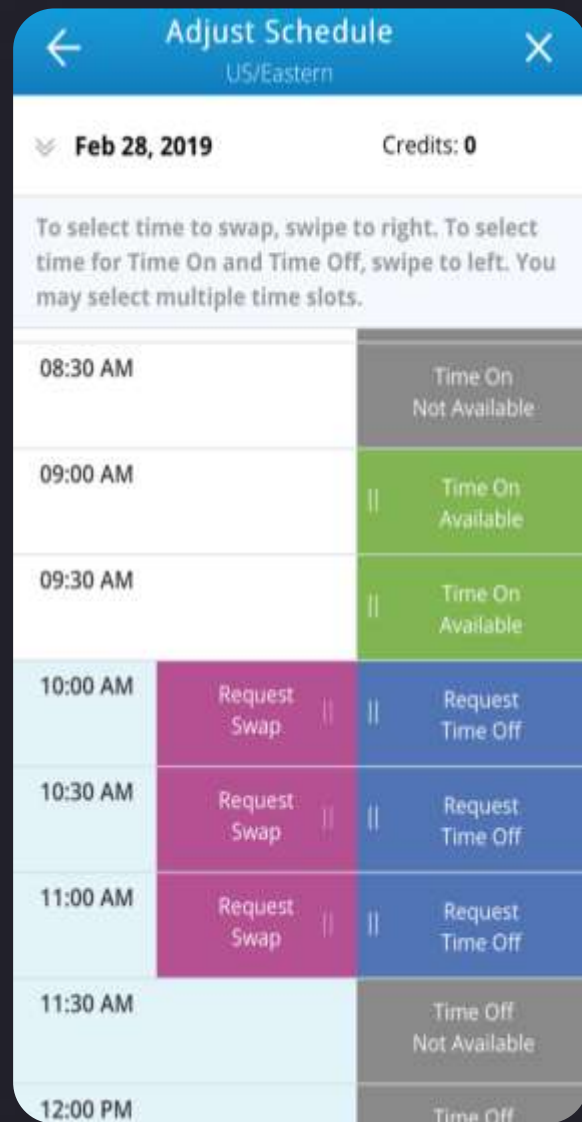




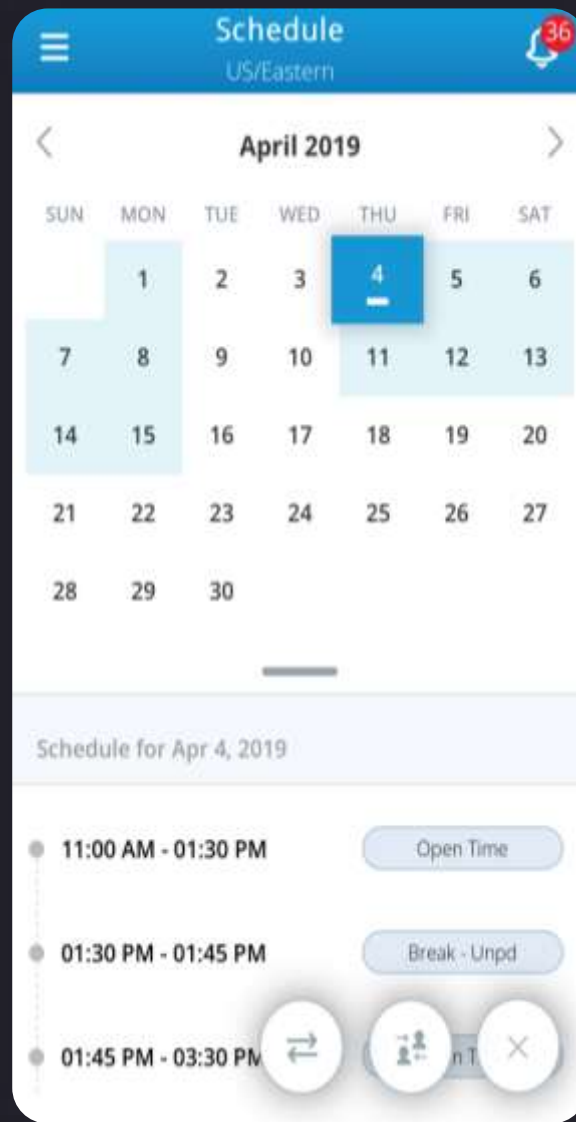
Tip 2: Consider Cognitive Load



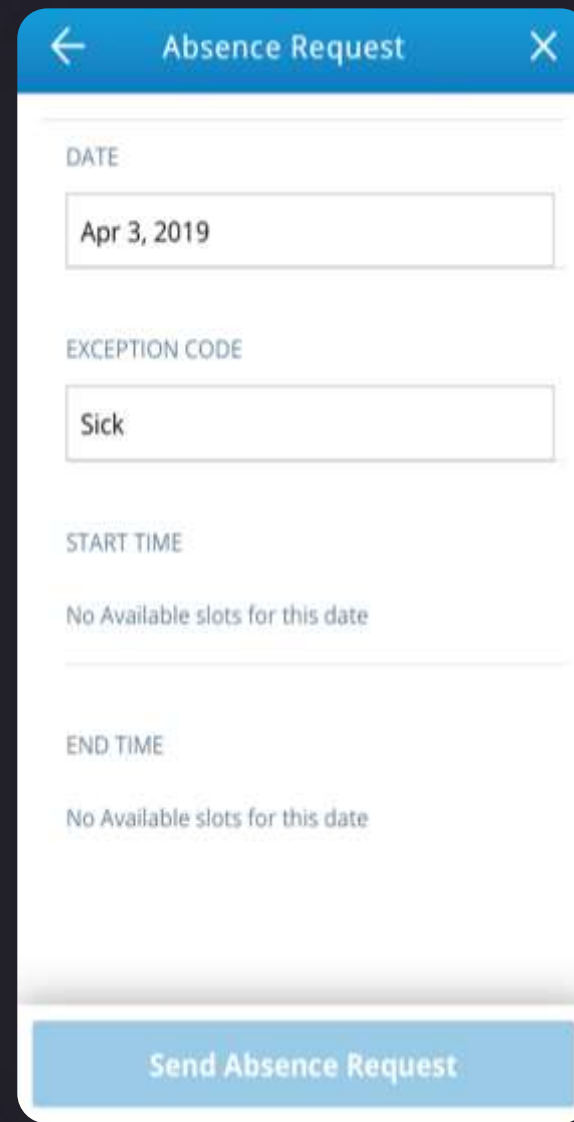
Tip 3: Make Employees WFM Partners



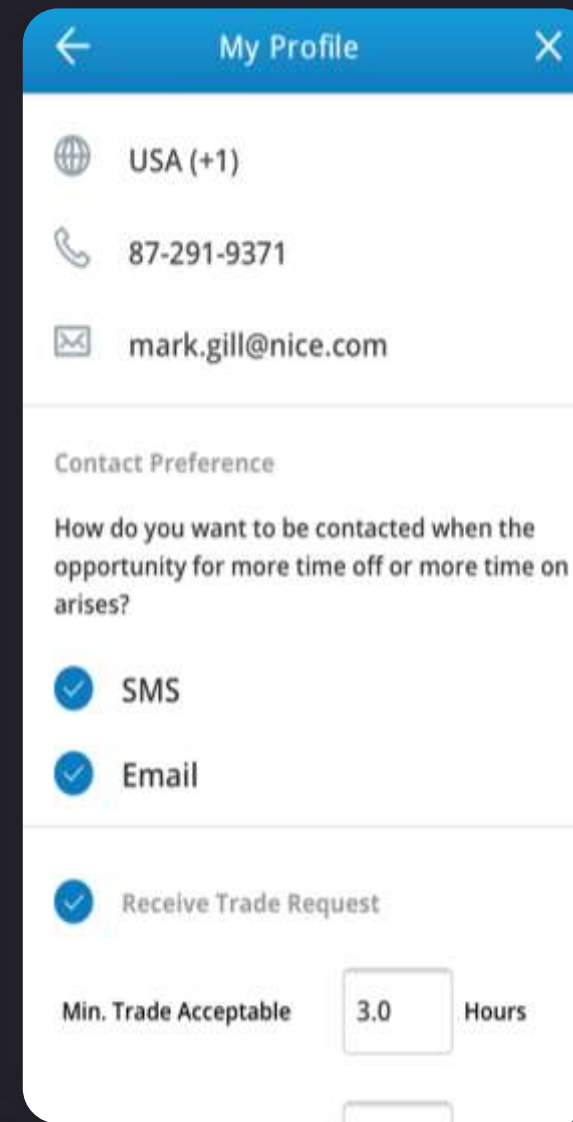
Employees Visibility
into Staffing needs



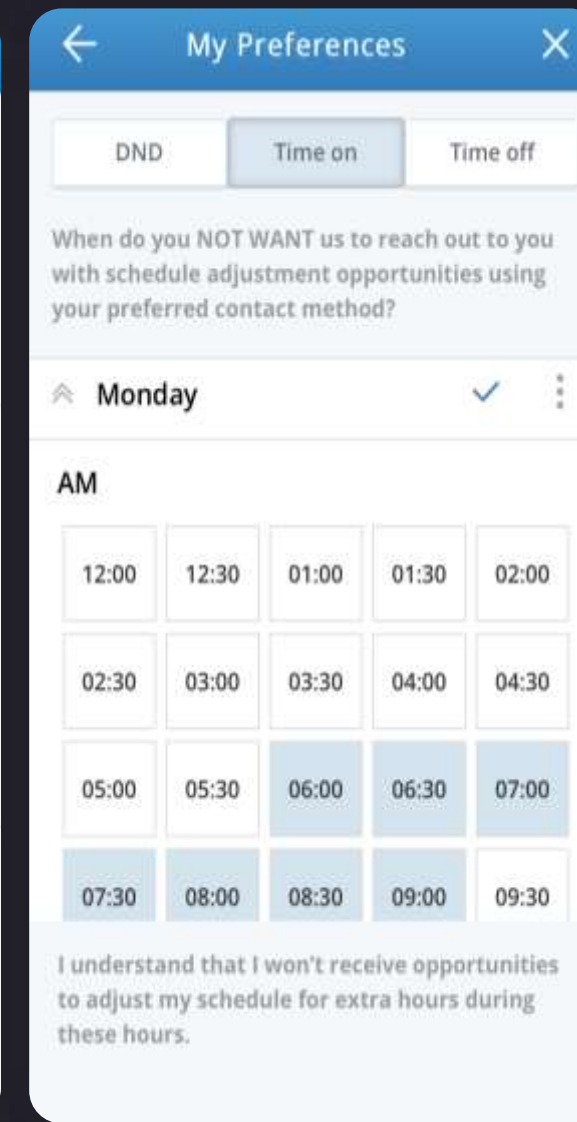
Secure Mobile
Access to
Schedule View*



Request Absence
easily and update
WFM Automatically



Employees
Controlled
Contact Preferences



Employees Controlled
Time On / Time Off /
DND
Preferences



Performance
Mobile View



ABOUT

Utility Warehouse (UW) is the UK's leading multiservice utility provider. UW offers customers a range of products and services through one account. Customers can choose energy, mobile, broadband, insurance and a cashback card and can get discounts when they take multiple services. UW acquires its customers through a network of Partners across the country. These Partners recommend UW's services to friends, family and people they know.

NICE SOLUTIONS

- [Workforce Management \(IEX\)](#)

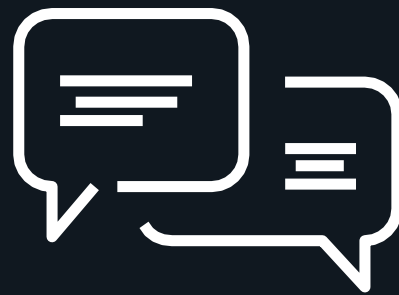
£100,000

Annual savings
on WFM
administration



7%

Fewer absences
year-over-year



**STRONG
UPTAKE**

Approximately
1,000 monthly
automated
interactions with
lunch/ break
schedule
adjustments



CHALLENGE

Before implementing NiCE Workforce Management, Utility Warehouse relied on manual workforce management processes which did not suit its multi-skilled environment and created extra costs and administration for the business.

Years of double-digit growth placed a strain on the incumbent WFM solution, which lacked automated holiday scheduling and rules-based scheduling swaps. This led to errors and omissions and an inefficient system of admins creating multiple spreadsheets for re-entry into payroll and HR systems.

SOLUTION

Implementing NiCE Workforce Management gave UW a natively integrated WFM solution that eliminated costly overheads, improved real-time bidirectional data sync, and accommodated agent requests that were previously difficult or impossible to grant. Agents can now conduct their own schedule swaps, set day off preferences, move their breaks and lunches, and benefit from an automated holiday process. UW has realized savings and gains in several areas, including a £100,000 annual reduction in administrative costs, an 11% gain in forecast accuracy, an 11% reduction in attrition, and a 7% reduction in absenteeism.



GREAT STATS

11% improvement in
forecast accuracy

11% reduction in
agent attrition



"As a rapidly growing business, it's vital that we provide our people with the tools to help them work more efficiently and enjoyably.

NiCE Workforce Management has enabled us to give our people more flexibility and autonomy over their schedules, whilst improving our productivity and forecasting accuracy. It has been crucial to helping us look after our growing customer base."

ROB HARRIS
CHIEF OPERATING OFFICER
UTILITY WAREHOUSE

INDUSTRY UTILITIES, FINANCIAL SERVICES

LOCATION LONDON, ENGLAND
9

SIZE 1,250 AGENTS

WWW.UW.CO.UK

NiCE

Thank You

Create a **NiCE** world ☺