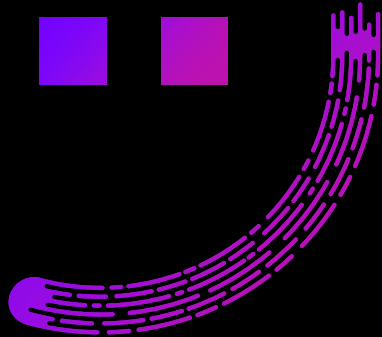


Agent concerns don't exist
in a silo – they impact
business goals:

Costs, Turnover, CSAT and Productivity



The Average
Attrition Rate in a
Contact Center
2023 Was **49%**



This is up from **38%** in 2022!



85% of the attrition is voluntary

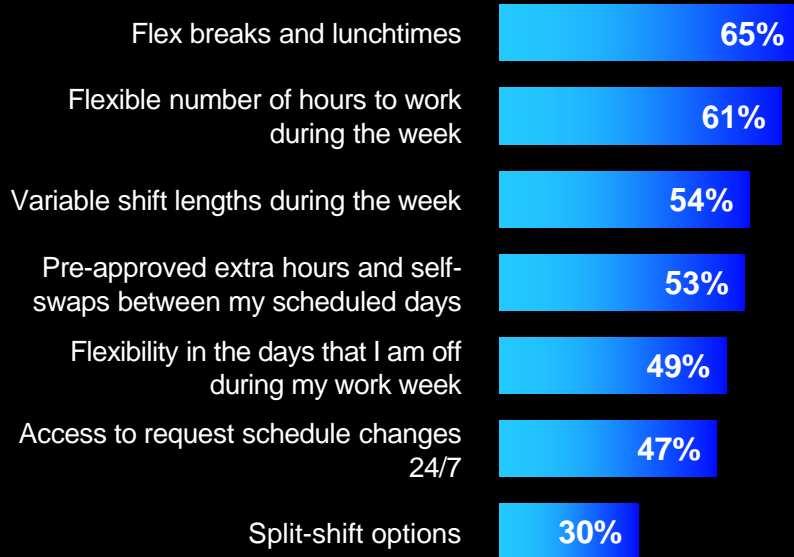


Back Office average attrition
was **47%** in 2023

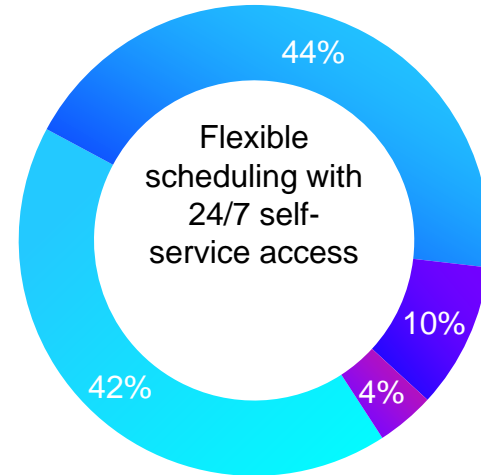


How are you managing your
agent retention?

Flexible Scheduling Is Critical for Agents



The most important aspects of flexible scheduling



Factors that affect the decision to keep a position

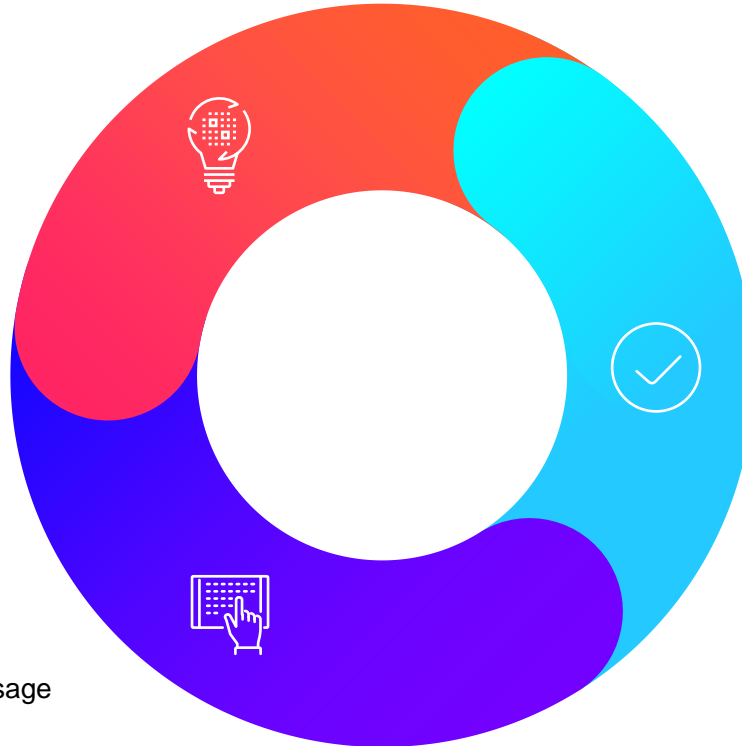
NICE's Approach Throughout the Scheduling Process

Before the schedule is created

- Agents set their availability while ensuring business needs will be met (a constraint to the schedule)
- Agents set their preferences which will be applied based on how company decides

Throughout the schedule process

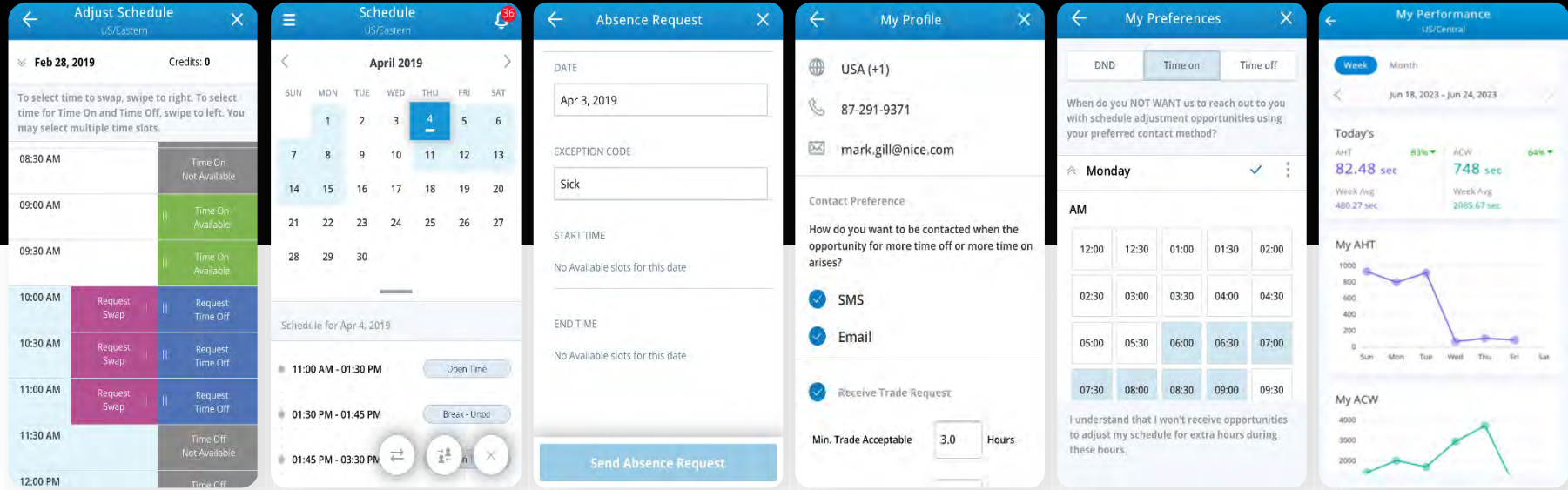
- Self scheduling
- Hybrid scheduling
- Machine learning for skill & channel usage



After the schedule is published

- Visibility into swaps which will be pre-approved
Powerful trading options
- EH & VTO offers
- Automatic adjustments of breaks and lunches

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

Engage with Gamification

Games & Challenges

- Promote growth with challenging games for agents
 - Make learning more fun and engaging
 - Encourage friendly competition
- Engage all personality types with different game types: challenges
 - Single player games
 - Multi-player games
 - Team based challenges & games
 - 1-on1 challenges
- Promote autonomy and social connection
 - Agent profiles
 - Team vs team games

Notifications and Alerts

Here's what you missed last week:
Weekly summary for 2022-04-19 to 2022-04-25

Daily Calls	Participants	Highest Reward	Avg. Reward	Badges	Avg. XP
<ul style="list-style-type: none">• Daily - 15 Hour(s) remaining <small>Most recent payment 04-22</small>	Join 924	800	0	-	0

Create a Personalized Experience: Customizable Avatars, User Profiles

The screenshot shows a user profile interface. At the top, there are several icons representing different categories: a person icon, a diamond icon, a coin icon, a hand icon, and a gear icon. Below these icons are labels and values: '0', '3', '0', 'WIN 0', and '26'. The main area features a large image of a woman with glasses and a red plaid shirt standing next to a black dog in a forest setting. To the right, there is a 'Profile Settings' panel with an 'Alias' field (containing 'Type alias here:'), a 'Bio' field (containing a paragraph about a woman named Ashlee who likes hiking, reading Harry Potter, and playing pickle ball), and two radio buttons for 'Use Profile Photo' and 'Use Avatar'. At the bottom of the settings panel, there are 'Reset Avatar' and 'Reset Password' buttons.

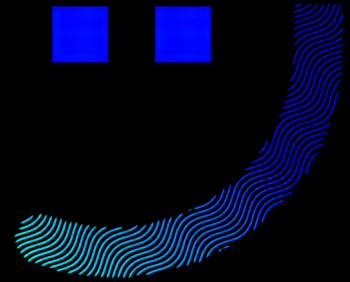
Engage with Gamification

Reward Success dynamically, based on wide variety of metrics and KPIs

- Uniquely motivate agents based on your customized goals
- Encourage employee engagement with recognition:
 - Badges
 - Coins
 - eXperience points
 - Gems
- Track individual and overall team engagement levels with supervisor view

The image displays two overlapping screenshots of a gamification system interface. The top screenshot, titled "New Award", shows a form for creating an award. The "Name" field contains "1st Place Winner AHT" and the "Description" field contains "Out of all the agents, you won the first place AHT award. Prestigious award for excellent performance." The bottom screenshot, titled "Command Center", shows a dashboard with various metrics and a chart. The dashboard includes a navigation menu on the left with options like Home, Dashboard Library, User Settings, Data Config., Sharing and Subscriptions, Gamification, Command Center, Manual Badges, Marketplace Management, Rules Engine, Performance, Reports, Wallboards, Support, and Widgets. The main content area shows "Today's Glance" with four metrics: 7 New Marketplace Orders, 21 Games Running Currently, 15 Challenges Running Currently, and 15 Badges Awarded Today. Below this is an "Overview" section with a "Month-To-Date Challenge Participants" chart showing 12,340 Unspent Coins. The chart is a line graph with a bar chart overlay, showing a fluctuating trend over 28 days. The y-axis ranges from 1000 to 5000. The legend indicates "Coins Spent" (dark bars) and "Coins Awarded" (light bars).

The Problem – Adaptive Events Breaks & Lunch Example



01 Agent 'talking' with a customer

02 The interaction takes longer than usual

03 The agent is late for break or lunch **out of adherence**

06 Supervisor then enters an exception so as not to penalize the agent

05 The agent then, during work time – goes to supervisor to explain why he should be granted an exception – reducing time available to work

04 The agent takes the full time for break / lunch **out of adherence** on the return from break / lunch

The Benefit of Adaptive Events



How to Resolve the Problem:

- Smart adaptive technology to ensure agents are not penalized for giving great customer experience
- Empower WFM to be aware when:
every agent is supposed to go on break or lunch and automatically adjust when calls go longer than expected

Benefits:

- Agents break / lunch times are automatically moved – no human intervention
- Ensures that the right data is used to accurately measure true adherence
- Reduce nonwork time that agent spends explaining why an exception is needed
- Reduce supervisor time entering exceptions

Do You Know How Much a One Minute of Productive Time per Agent Is Worth?

Thank You

NICE


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flow

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