



# PREPARING FOR THE FUTURE

with Long-Term  
Strategic Planning

# Boost the impact of long-term strategic planning with NICE WFM Enhanced Strategic Planner

With the ever-growing number of digital channels, the ever-increasing agent skill-set requirements, the influx of hybrid work from anywhere contact center work environments, today's contact centers must be able to process and account for all variables. The potential impact of present-day decisions on long-term performance has never been higher. For many contact centers, workforce management technology investments have historically been consumed by forecasting and scheduling betterment rather than long-term planning efforts.

As a result, many workforce managers have not realized the total ROI achievable with forward-looking planning. Utilizing long-term planning at your contact center equates to uncovering the hidden financial benefits and opportunities to better meet your customer service needs and SLAs.

Long term planning tools that leverage artificial intelligence (AI) and the cloud offer an enhanced way for contact centers to better prepare for the future. The potential payoff of these investments is substantial. Companies that focus on the long-term have outperformed their industry peers in most financial measures since 2001, with average revenue being 47 percent higher and earnings growth being 36 percent higher.

NICE WFM Enhanced Strategic Planner (ESP) helps contact centers capitalize on their full long-term planning potential by providing the answers and insights needed to make better workforce planning decisions for long-term success.



# Improve operational efficiency & workforce planning accuracy

NICE WFM ESP helps you intelligently plan for the future by predicting how anticipated or potential staffing scenarios will impact your contact center's ability to meet performance goals. Powered by AI, ESP considers the needs of your staff, channels, and business rules to make precise predictions. Armed with ESP's powerful tools, you can consider all variables relevant to your contact center and make decisions based on its unique anticipated staffing needs.

NICE WFM ESP helps you control costs, develop better hiring plans and improve customer service with these advanced features:



## Advanced statistical models:

ESP leverages AI generated forecasts from NICE Workforce Management that adapt to your historical data, enabling more accurate predictions helping you solve future challenges.



## 'Reverse-solve' for performance targets:

Projected performance based on actual supplied staffing to understand better impacts of staffing to result for projected service level, ASA and Occupancy.



## Digital channel management:

ESP handles digital channels mean concurrency for long-term strategic planning.



## Dynamic charting:

ESP allows easily editable drag-n-drop dynamic charting. It allows for 1, 2, or 4 chart views at monthly, daily, or weekly levels.



## Interactive reporting:

ESP provides insightful chart and grid interaction to pinpoint anomalies.



## Shrinkage sub-categories:

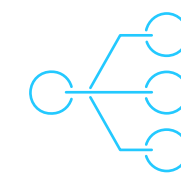
ESP allows user-defined shrinkage, providing greater granularity at the rolled-up or sub-category level, empowering immediate insights for real-time discussions around shrinkage planning

based on intelligent and accurate decisions on shrinkage tradeoffs.



## Effective back-office planning:

ESP supports non-workload FTE requirements.



## "What-if" planning:

ESP enables you to predict the potential impact of scenarios on your workforce and performance metrics, such as a business acquisition or staffing changes, so you can make a case for your contact center's hiring needs and react faster to business changes.



## Intuitive design:

ESP has a user-friendly responsive GUI design that automatically adapts to the browser space to ensure content consistency across devices with various screen sizes. Additionally, ESP provides an intuitive timeline orientation to enhance exploratory discussions.



## Secure anywhere accessibility:

Single sign-on, secure cloud connectivity with infrastructure, maintenance, and management by NICE ensures your contact center's data safely while accessible from anywhere to fit the work anywhere work environments. Offering flexible deployment, ESP delivers a rapid ROI.



# Invest to increase your Planning ROI with NICE WFM ESP

With NICE WFM Enhanced Strategic Planner, you'll get the most out of your workforce planning program by unlocking these benefits:

## Comprehensive insights

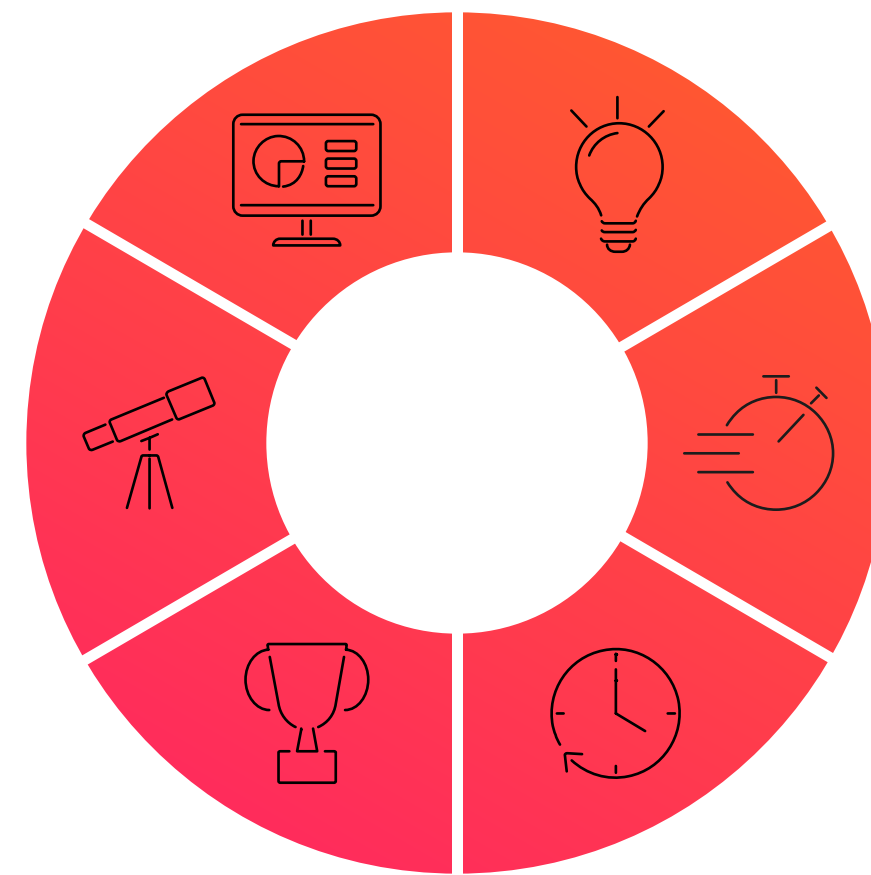
NICE ESP shows you more than just the number of staff members required in different scenarios – it also projected service level, ASA, occupancy, and more based on predicted staffing levels.

## Easier to implement

With long-term workforce planning, ESP's easy-to-use design speeds adoption and increases the value contact centers can achieve.

## Streamlined planning

ESP allows you to create multiple plans for the same time ranges with different parameters and save them, so they are available at the click of a button.



## Faster results

Efficient models allow you to rapidly respond to last-minute changes or questions in meetings with an informed and exact answer.

## Better results

Advanced, highly effective models deliver precise conclusions, allowing you to plan for the future accurately.

## Always current

Continuous feature delivery through the cloud ensures that your contact center always has access to the latest features without costly and time-consuming delays.



# Increase the Value of Long-Term Planning

Long-term planning stands to have a significant impact on contact centers that opt to invest in it. With NICE WFM ESP, you'll achieve accurate results that help you meet your goals and better respond to today's changing business environment.

Ready to leverage the power of long-term strategic planning? Contact your NICE representative today to learn how NICE WFM Enhanced Strategic Planner can evolve how your contact center plans for the future.

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform – and elevate – every customer interaction.

[www.nice.com](http://www.nice.com)



**NICE**