



# Do More with Less in a Turbulent Economy

April 2023

# How to Do More with Less



1. Reduce onboarding time and costs
2. Reduce ATT, AWT, and AHT
3. Reduce interactions to live agents/increase self-service containment
4. Reduce transfers
5. Reduce holds
6. Reduce repeat interactions/increase FCR
7. Reduce over/understaffing
8. Reduce administrative burdens
9. Reduce real-estate costs
10. Reduce fraud
11. Reduce customer effort

# Increase First Contact Resolution (FCR)

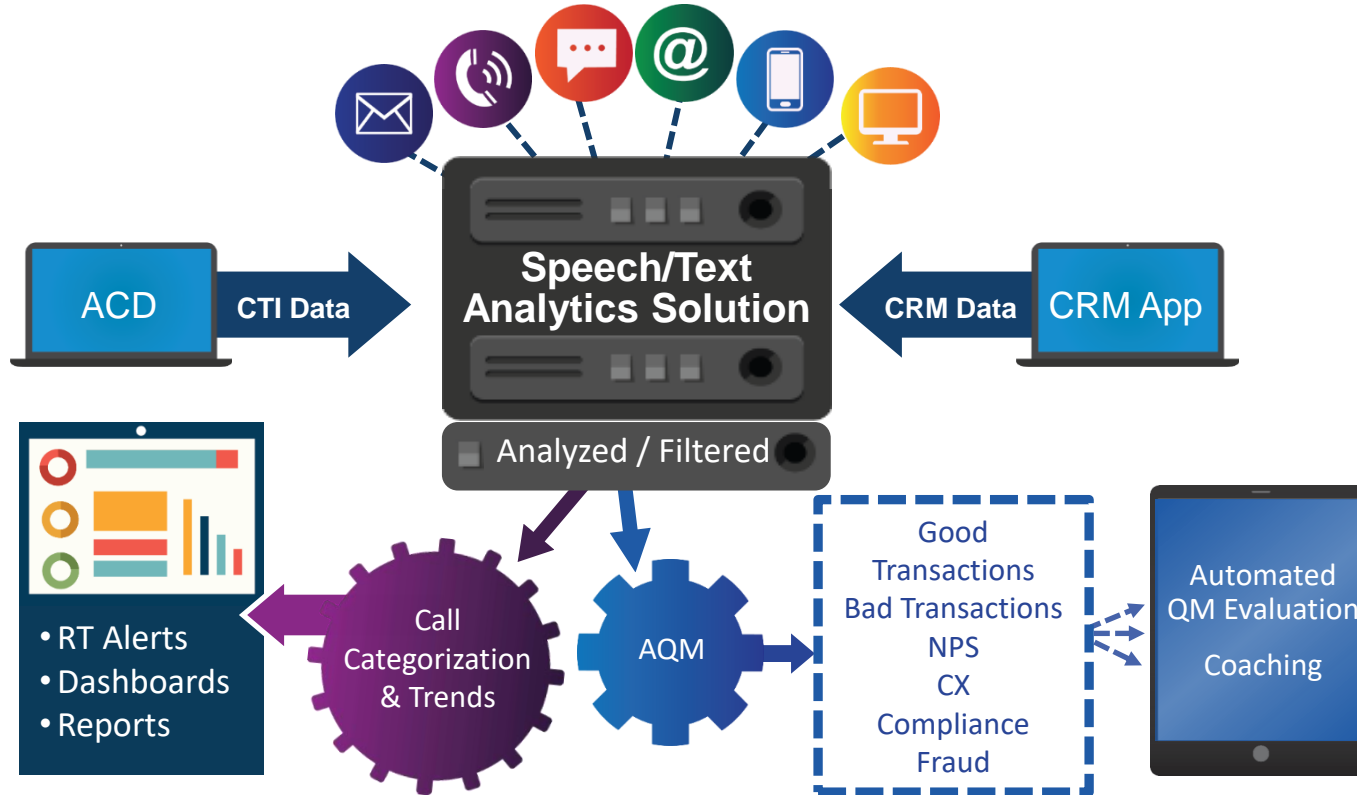


Happy  
Customers

Lower  
Volumes

Reduced  
Costs

# Omnichannel AQM Improves CX, Accuracy, Efficiency, & EX



# Use Real-Time Guidance to Improve CX, EX & Productivity

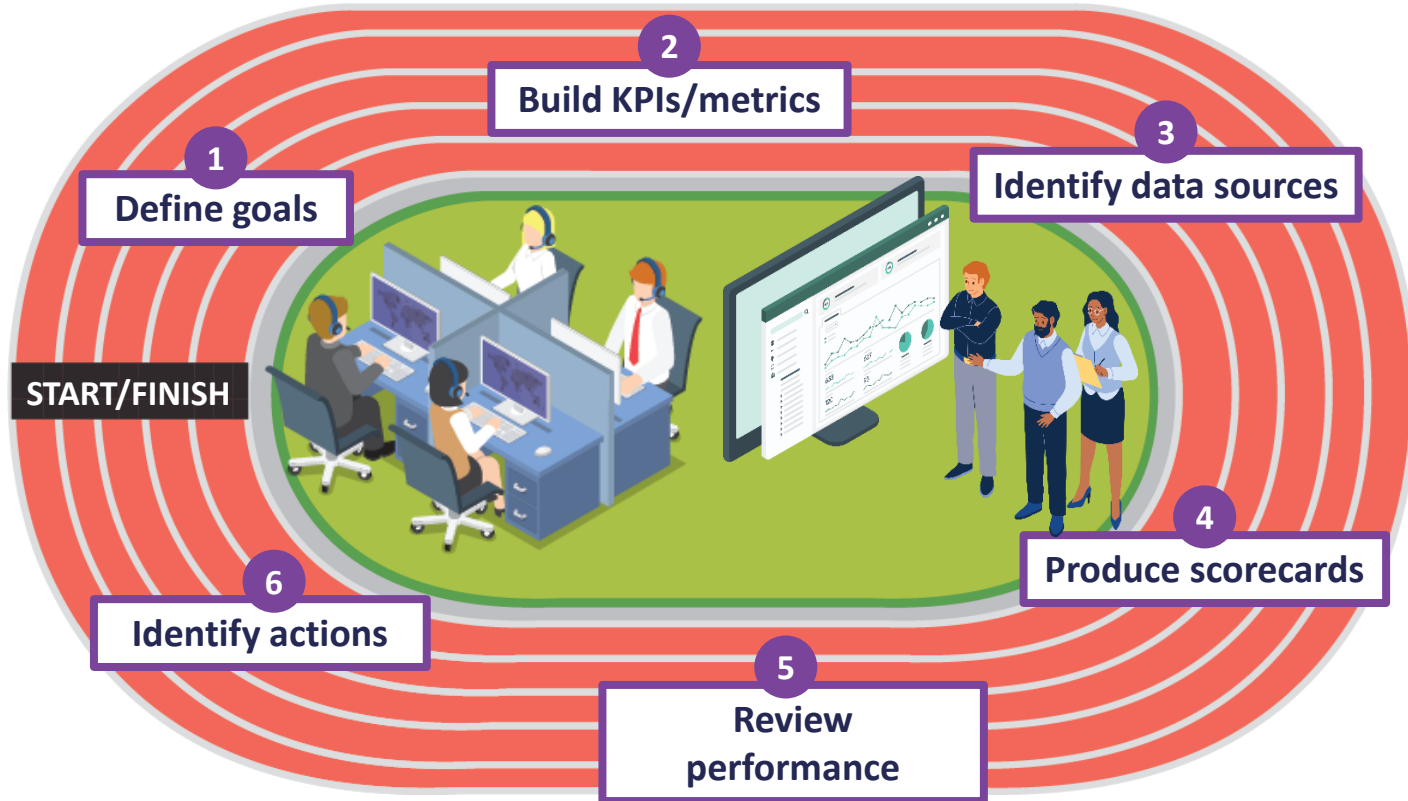
- Answer to question
- Show empathy
- Upsell offer
- Provide timeframe



# Increase Use of Intelligent Self-Service



# Performance Management Tells the Story





**NICE**

Transforming  
**EXPERIENCES**  
to be  
*Extraordinary*  
and **TRUSTED**

**NICE**



# Challenges in the Market



**?%**

Attrition Rate in  
Contact Centers



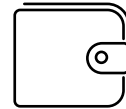
**33%**

Agents Are Looking  
for a New Job



**38%**

Investing Little to No  
Effort in Retention



**75%**

Require  
Flexibility



# Challenges in the Market



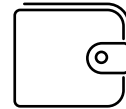
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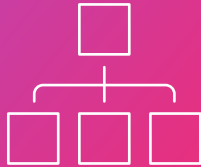
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Require  
Flexibility

# Anytime, Anywhere Access for Anyone: Scheduling Empowerment



Access to schedule  
anywhere / anytime



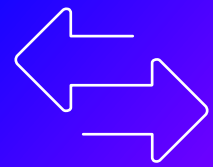
Employee  
engagement



Revenue  
growth



Cost  
reduction



Enhanced customer  
satisfaction

# Results of 2022 Gallup Poll on State of the Workplace

Employee engagement is hard to define and even harder to measure.  
But you know when it's not there.

61%

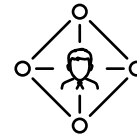
of American employees say they are **burned out at work**



Between **\$450-500 billion** is lost annually because of low employee engagement

33%

of workers say boredom is the main reason they want to **leave their jobs**



... the single biggest indicator of job satisfaction is **whether the workers have the tools they need** to do their jobs perfectly

33%

of employees say they **don't trust their employers**



Encouraging employees to keep their “head in the game” — and giving them the tools to succeed — **is the job of every supervisor and leader...**

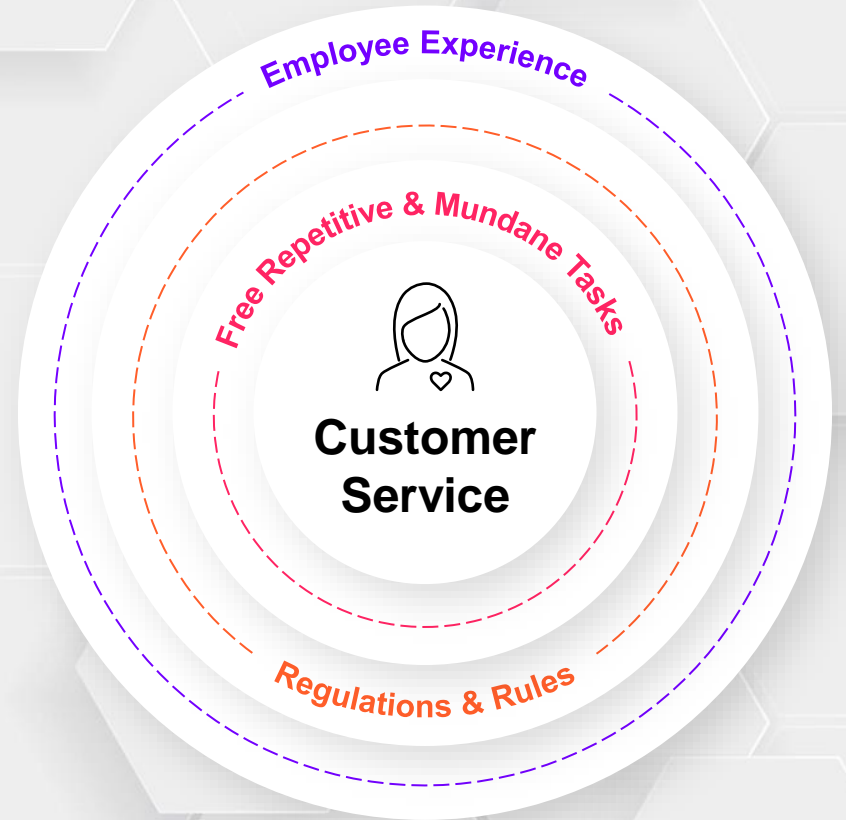
75%

of employees quit their job because of **their boss**

# Your Employees Are the Key. Help Them Focus.

- Your employees are the heart of the **organization**
- Your efficiency affects their **productivity**
- **Ever-changing rules and regulations** affect your efficiency and compliance costs

How can we help your employees continuously focus on delivery, and be happier?



# Performance Management

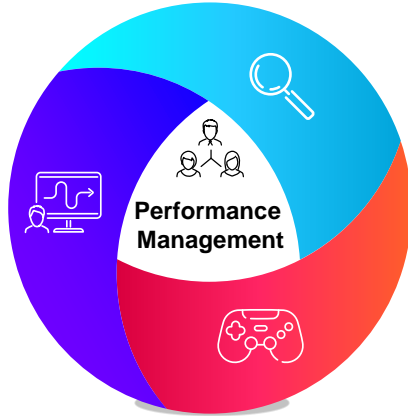
Happy Employees. Happier Customers.

## KNOW

Gain insight into individual & team behaviors

## GUIDE

Personalized coaching for each employee



## GAMIFY

Inspire Engagement,  
Motivation and Productivity



# Different Personas Different Challenges



## AGENT

- High volume and complexity of work
- Lack of guidance
- Burn/out and life disruption



## SUPERVISOR

- Low engagement from team
- Low visibility
- Setting effective KPIs and coaching programs for improvement
- Remote onboarding



## MANAGER

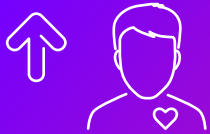
- Aligning with business targets
- Agent attrition
- Increasing CSAT and workforce engagement

**One Solution: Performance Management**

# Performance Management

Happy Employees. Happier Customers.

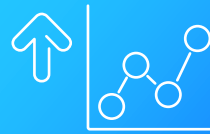
Continuous personal development and appreciation is the key to better performance and CX



**Employee  
retention**



**Employee  
engagement**



**Revenue  
growth**



**Operational  
Costs**



**Enhanced  
customer  
satisfaction**





FREEDOM MORTGAGE®

**11% productivity increase** among initial launch group in the first 3 months




**Saved two hours each day** by eliminating manual adjustments and reporting

**46% reduction in non-additive roles** by optimizing group's resource model and reallocation



“NICE Performance Management with Desktop Analytics and the NICE Workforce Management suite form the ‘heartbeat and brains’ of our centralized command. By switching to NICE, we gained automation, performance metrics and self-service. We also tightened up adherence.”

Thomas Gallo, VP, Centralized Operations, Freedom Mortgage



# Q&A

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Thank You

**NICE** 😊

Make  
experiences  
*flow*