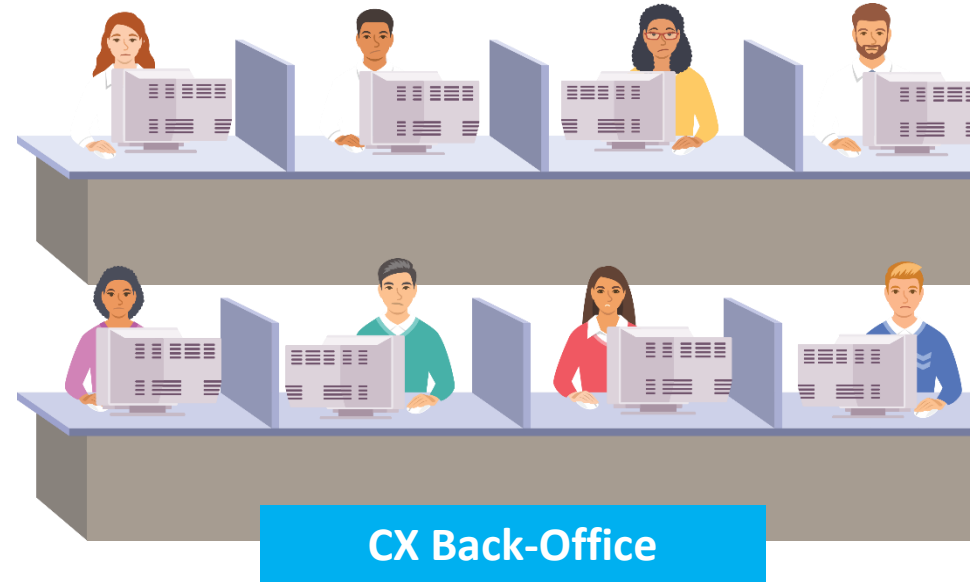
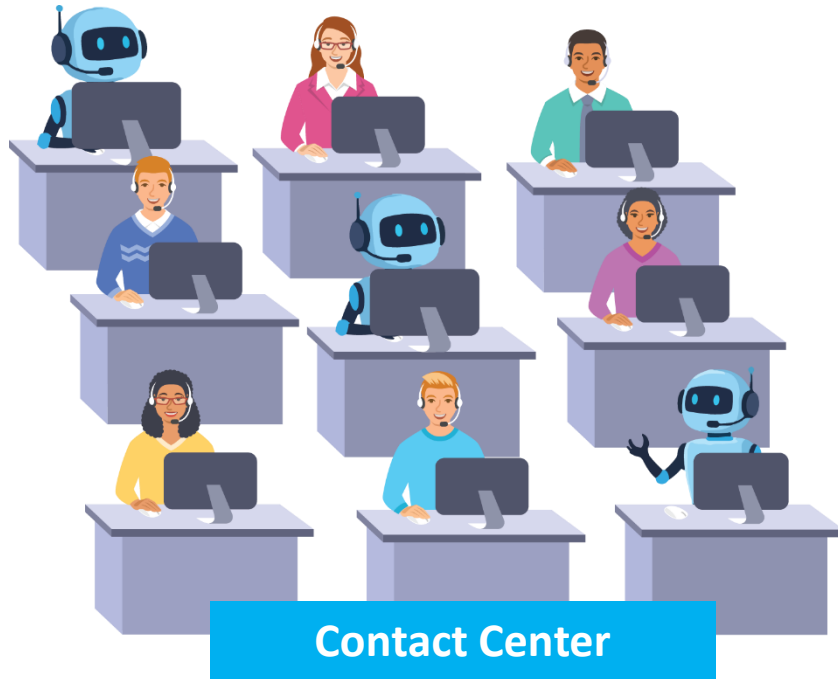




Bringing the Back Office to the Front of the CX

May 2026

CX Back-Office Needs to Move into the AI Era



AI-Enabled Customer Journey

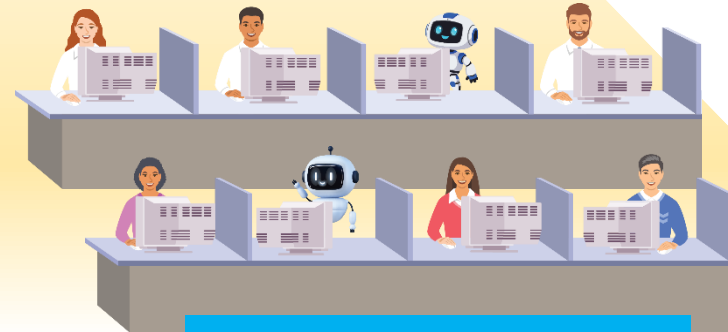
CX AI Orchestration Layer

Data Layer

Integration Layer

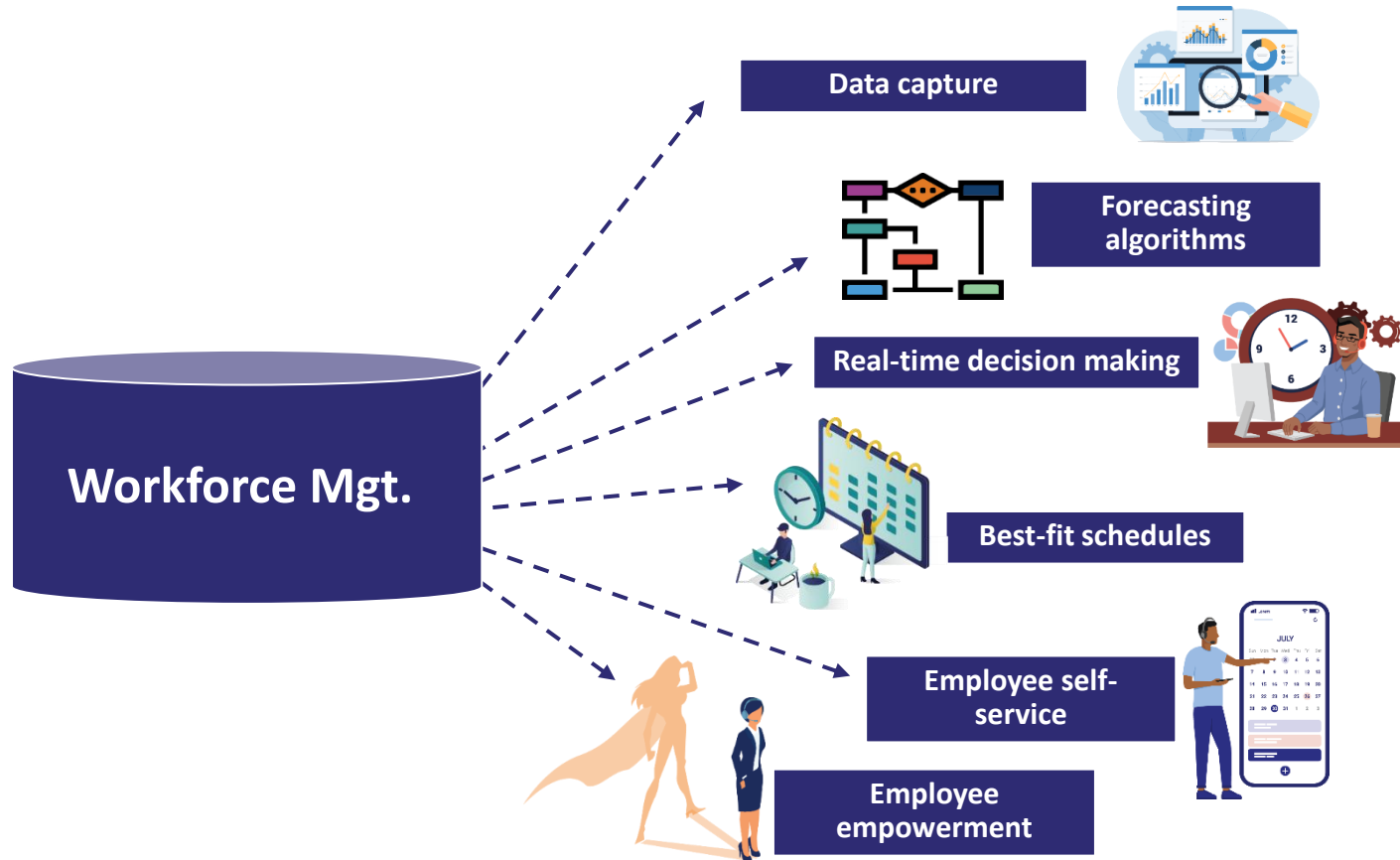


Contact Center



CX Back-Office

CX Back-Office WFM



CX Back-Office WFM Targets



Workforce

- More than 50 employees
- Employees have different skills and expertise
- Employees want schedule flexibility



Work Complexity

- Complex and irregular work
- Long-duration work

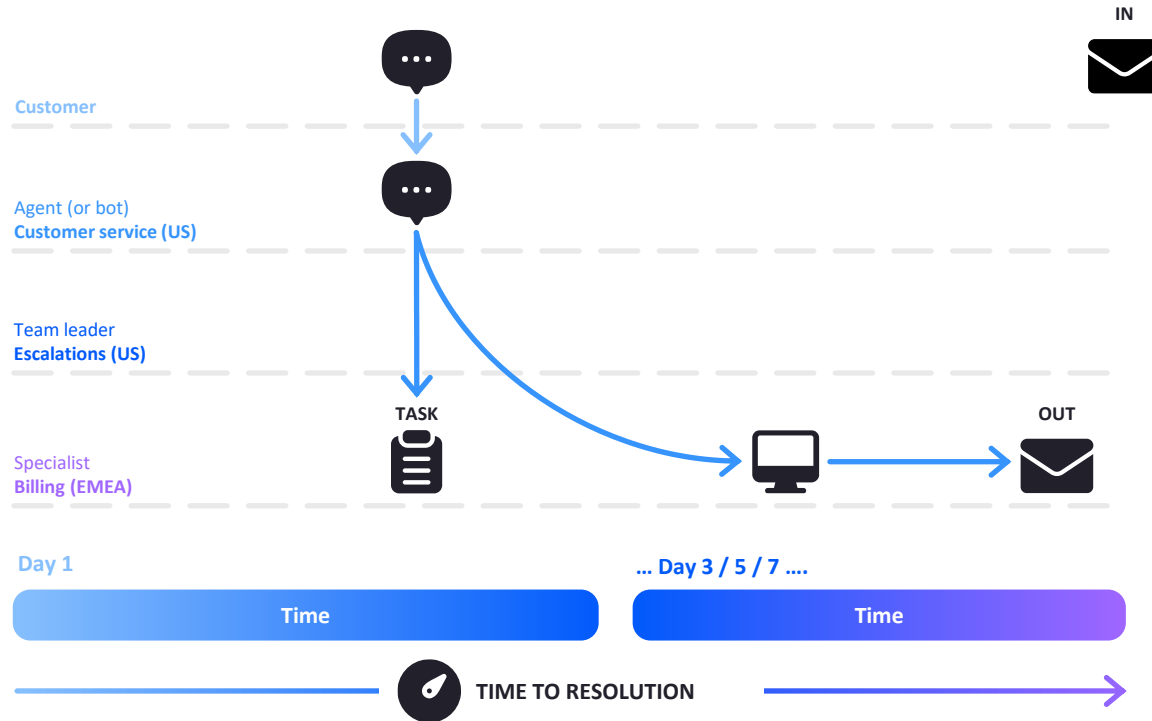


Operational

- Work processes with bottlenecks
- Environments where quality and CX need to improve
- Functions that prioritize turnaround time
- Highly variable volumes

The WFM solution:

Built to bring light to end-to-end, customer service fulfilment. Simply.



Deeply integrated to CRM's to track omni-channel workflow journeys



Real-time insights for adaptive decision making

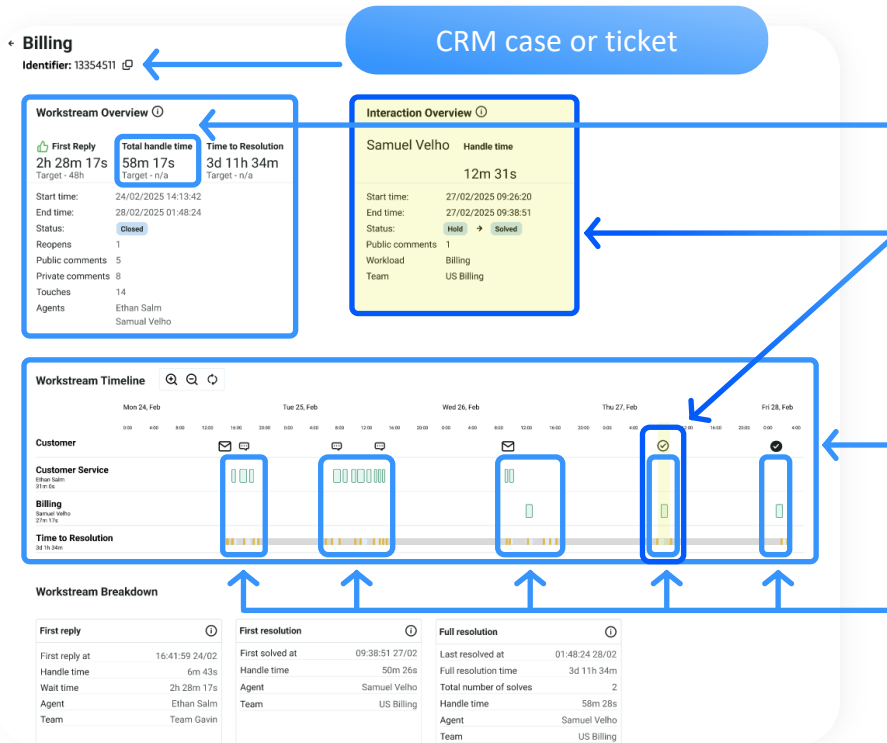


Track work across channels, teams, skills, and geographies



Forecast and schedule for front-office and back-office teams

A new perspective in forecasting and scheduling work effort



CRM case or ticket

Total **work effort** required to close the case

Work effort spent on the highlighted task

All **tasks** required to close the case
...organized by **skill** and **sequence**
...completed by **different** people

WFM needs **work effort** by **skill**
organized by **sequence** of the process flow



Case volume forecast

Task work effort forecast

Time ↑	Average Handle Time		Average First Reply Handle Time										Average Resolution Handle Time				
	Avg Vol	% of Av...	ANZ O...	ANZ Col...	ANZ Co...	ATO	Catch all	chargeb...	Europe ...	Finance...	Global ...	Manual ID	Mercha...	UK Con...	USA Col...	ANZ O...	ANZ Col...
00:00	38.67	1.1	41.68	0	418.74	0	68.42	0	0	0	0	0	0	0	0	48.8	0
01:00	31	0.882	69.64	0	392	0	16.68	0	0	0	0	0	0	0	0	111.88	0
02:00	23.33	0.664	0	0	344.67	0	41.21	0	0	0	0	0	0	0	0	0	0
03:00	22.33	0.636	0	0	304.1	0	49.74	0	0	0	0	0	0	0	0	0	0
04:00	19.33	0.55	0	0	413.59	0	34.75	0	0	0	0	0	0	0	0	0	0
05:00	35.67	1.015	0	0	441.93	0	19.89	0	0	0	0	0	0	0	0	273	0
06:00	68	1.935	54.45	4.73	450.2	0	13.74	0	0	0	0	0	0	0	0	118.65	0
07:00	110.33	3.14	32.13	0	357.16	0	22.24	4.6	0	0	0	0	0	0	0	27.99	0
08:00	154.67	4.402	15.16	0	363.07	0	30.98	4.09	0	0	0	0	0	0	0	54.98	0

Staff requirements are calculated for each task required to resolve the cases

Employees are scheduled to focus on specific tasks for specific periods of the day, as opposed to focusing on a specific case from start to finish



Benefits:

- WFM for the entire case lifecycle
- Improved productivity & utilization
- First reply & Final resolution SLAs

Backlog insights

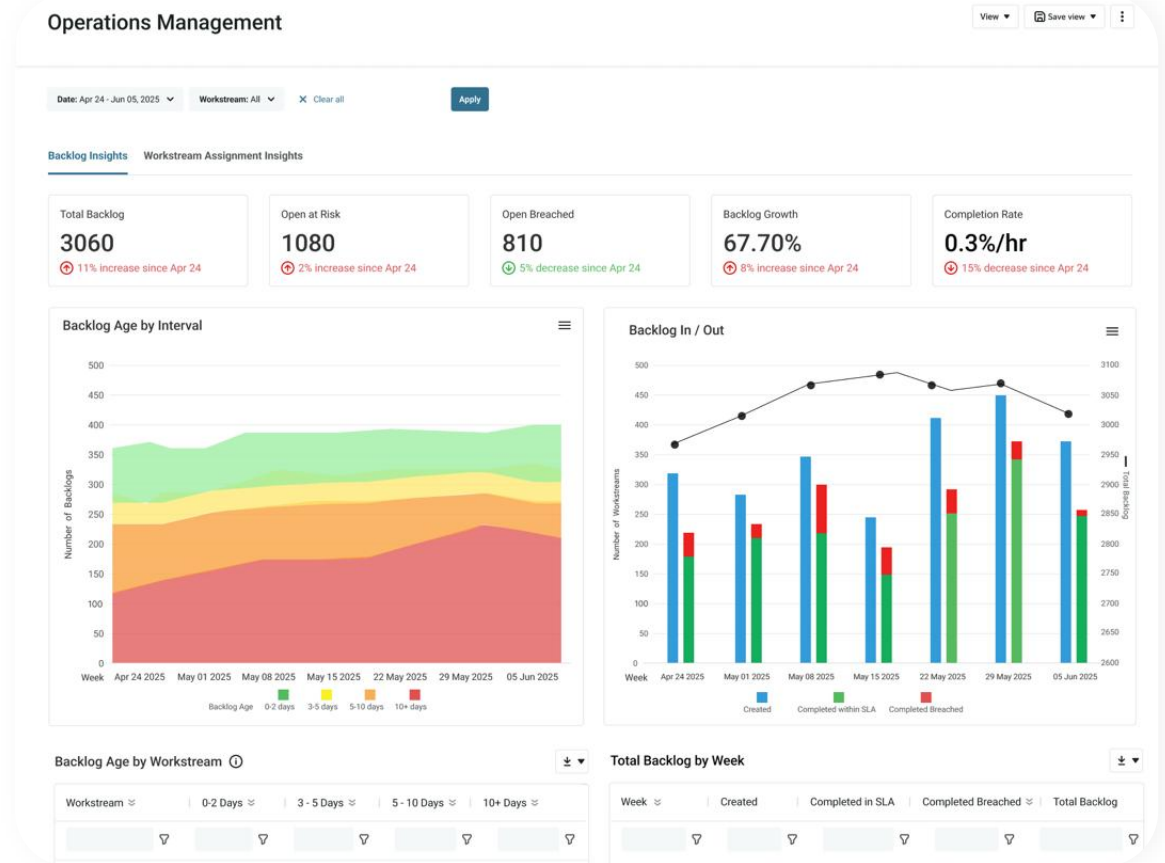
Turn backlog data into actionable insights

Understand flow –

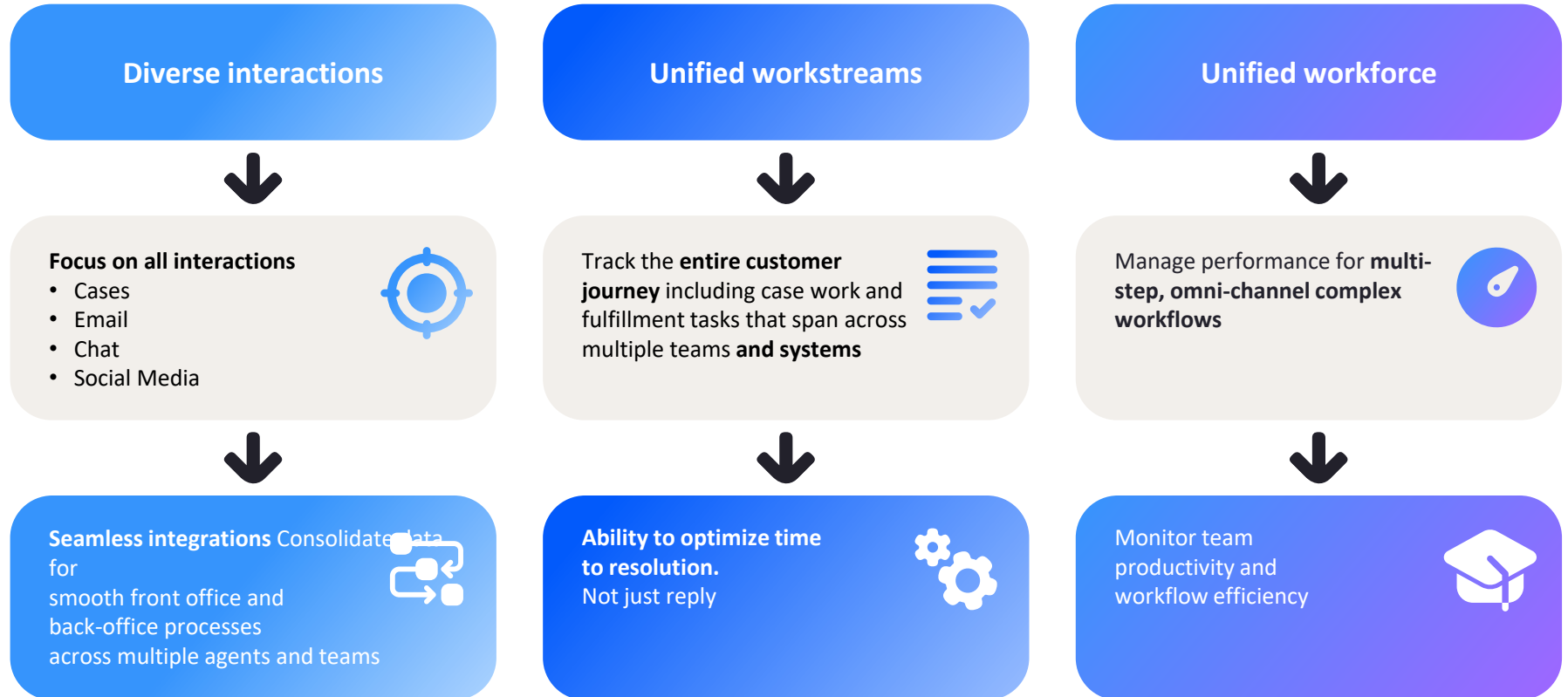
track backlog volume, age, inflow/outflow, and SLA performance

Stay ahead of

breaches – identify aging work and SLA risks before they escalate



Bridging front and back-office complex workflows



The Benefits: Improved quality, compliance, efficiency, CX, and EX



Reduced operating expenses



Elimination of bottlenecks



Frictionless customer experience



Adherence to SLAs



Improved regulatory compliance



Department and employee performance transparency



Flexible employee schedules



Employee self-service scheduling and changes



Employer of choice

Getting Started with WFM in the CX Back-Office

Phase I:

Foundation & Alignment

1. Establish a working group with managers and employees who perform the functions
2. Identify a WFM platform that meets requirements
3. Communicate plans to the staff

Phase II:

Define Work & Data

1. Identify the activity and work items that need to be measured
2. Identify and eliminate tasks that no longer provide value
3. Identify sources for tracking activity and work items
4. Select KPIs to measure and report department and employee performance
5. Update SLAs

Phase III:

Build & Test

1. Build analytics and reports
2. Conduct a pilot of the WFM solution with one or two functions

Phase IV:

Enhance & Roll Out

1. Evaluate pilot effectiveness
2. Make enhancements to the application, where needed
3. Roll-out

Teleperformance reduces monthly overtime up to 37% with NiCE WFM

9%-38%

reduction in monthly
overtime

8

percentage point
improvement
in adherence

17%

improvement in
back office
schedule conformance

Monthly

financial improvement
as
high as 57%

“We went through a technological and cultural transformation, and the results improved not only productivity but also agent development.”

Alfredo Morgado
WFM, Quality and Projects Director
Teleperformance Brasil



Q & A

Thank You



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Create a
NiCE
world