

Orchestrating a brighter world

**NEC**

Workforce Optimisation and  
Omni-channel Routing Unified in the Cloud

# CX Plus: Workforce Optimisation



# CX Plus Workforce Optimisation

Take your contact centre to the next level of performance and professionalism

Take advantage of CX Plus Workforce optimisation features including:

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Recording Pro



Quality Management Pro



Workforce Management Pro



Coaching and Learning



Interaction Analytics



Feedback Management



inView Performance Management

## Unlock the potential of your team

CX Plus Workforce Optimisation unlocks the potential of your team by inspiring employee self-improvement, amplifying quality management efforts, and reducing labour waste.

Our patented technology provides the industry's most accurate forecasts, helps foster a greater sense of employee ownership and accountability, and is fully integrated with the CX Plus Platform.

Unlike other workforce optimisation products that have cumbersome user interfaces or silos of functionality, our suite of products works together seamlessly to deliver a better experience for your customers.

CX Plus Workforce Optimisation helps you achieve an optimal balance between operational efficiency and a superior customer experience.

# Full-featured workforce optimisation and omni-channel routing

CX Plus Workforce Optimisation Pro, an integral part of the CX Plus platform, is a unified suite of products that let your organisation identify unique operational strengths while defining any opportunities for improvement. Transform your customer interactions, agent satisfaction and operational efficiency.



## Recording Pro

Dual channel recording for audio and screen in a simplified interface.

## Quality Management Pro

Agent-centric evaluation and workflow coaching to improve customer experience.

## Workforce Management Pro

Anticipate business demands and optimise your workforce with intelligent and accurate omni-channel forecasting.

## Coaching and Learning

Fast track your quality program, keep your agents on message and delivering a consistent customer experience.

## Interaction Analytics

Gain actionable insights from every customer interaction to guide high-impact initiatives.

## inView Performance Management

Inspire employees to improve performance and align with your customer experience goals.

## Feedback Management

Omni-channel customer surveys that deliver in-depth analytics and benchmarking capabilities with ease.

An all in one cloud solution

# Improve the customer experience

**Understand the true experience your customers receive and automate measurable quality improvement plans**

- ⊕ Achieve your NPS, CSAT and other customer experience objectives.
- ⊕ Transform your operation from being a contact centre to an experience centre.
- ⊕ Increase customer retention by detecting dissatisfaction, even when customers don't tell you about it.
- ⊕ Increase customer loyalty by taking action pro-actively to turn around bad experiences.

Achieve service level objectives at a lower cost

- ⊕ Quickly pinpoint efficiency opportunities and easily implement repeatable solutions.
- ⊕ Optimise headcount requirements to achieve service level objectives.
- ⊕ Minimise administrator effort to generate accurate forecasts and effective schedules.
- ⊕ Gain an understanding of the cause of pain points within the customer journey.
- ⊕ Reduce repeat calls with CX Plus Analytics and CX Plus Quality Management Pro by constantly identifying and resolving process issues.
- ⊕ Identify the top causes of less-than-optimal business outcomes to attack them head on and solve them for good.
- ⊕ Automatically scale resources to match seasonal volume and other business fluctuations.

# Increase agent engagement and retention

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- ⊕ Increase the level of personal ownership and engagement of your agents.
  - ⊕ Reduce agent attrition.
  - ⊕ Decrease supervisor workload while improving agent performance.
  - ⊕ Deliver better experiences for your agents when managing time off and schedule needs.
  - ⊕ Improve agent engagement and schedule adherence.

**My Agent eXperience (MAX) is your agent's new best friend, MAX helps personalising and streamlining customer interactions across virtually any channel, and is a user-friendly, context-sensitive interface**

## Lower administration and maintenance costs

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- ⊕ Leverage an advanced, cloud WFO suite of products fully unified with the CX Plus Platform.
- ⊕ Reduce administration and maintenance efforts with a single interface for user configuration, permissions, and skills.
- ⊕ Eliminate data synchronisation issues and the need to install and maintain third-party ACD integrations.
- ⊕ Realise benefits quickly with rapid deployment.
- ⊕ Easily add new features as your business needs change.

**CX Plus will prove itself time and time again with demonstrable improvements in productivity and on-going running costs**



# CX Plus

## Workforce Optimisation

### About CX Plus

CX Plus is the world's #1 cloud-based customer experience and workforce engagement solution. Powered by NICE inContact's CXone platform, it helps organisations of all sizes be first and stay first, empowering your teams to move faster and work smarter. It is the only platform unifying best-in-class Omni-channel Routing, Analytics, Workforce Optimisation, Automation and Artificial Intelligence, all built on an Open Cloud Foundation.

Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by easily implementing routing and interactive voice response changes. It integrates with leading CRM and PABX platforms and is often deployed in a matter of days. Furthermore, it's the only cloud contact centre platform recognised as a market leader by Gartner, Frost & Sullivan, Ovum, IDC and DMG.

To learn more about CX Plus visit [nec.com.au](https://nec.com.au), or if you are reading this on your preferred device; click on the buttons below to download additional brochures.

 CX Plus Overview

 Analytics

 Automation and AI

 Omni-Channel Routing

 Open Cloud Foundation

 Voice as a Service

 Workforce Optimisation

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