



call centre
management
association

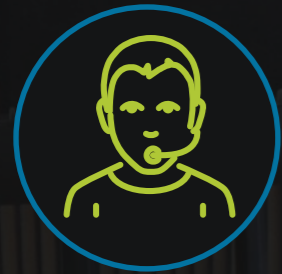
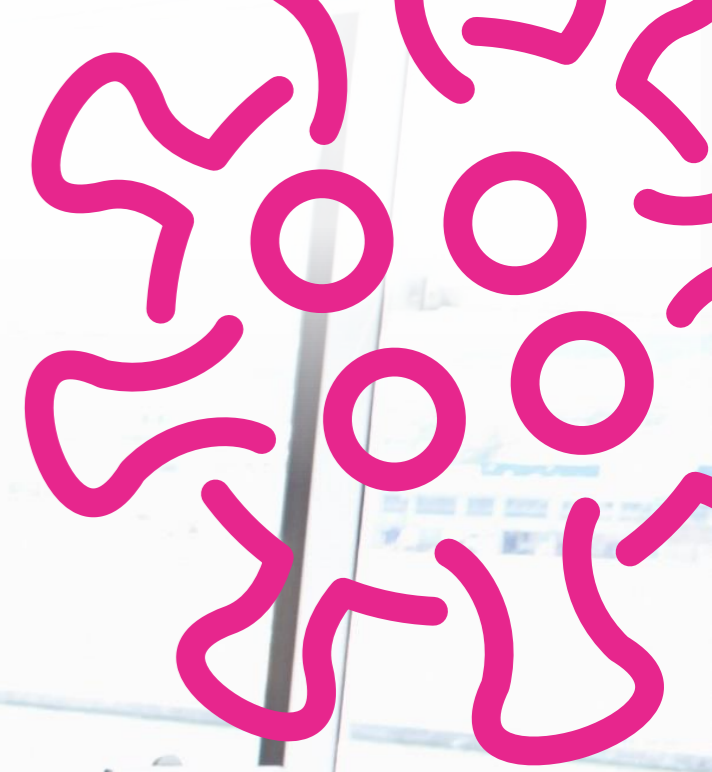
NICE

GETTING TECHNOLOGY RIGHT FOR HOMWORKING

Gil Trotino, Director Portfolio Management, NICE
November 2020



Customer Service is Going Through Major Change...



Employee Transition to Work from Home



Customer Service in Times of Distress



Maintain exceptional **customer experiences** in times of growing service needs, while transitioning to a **home environment**

Key Agile Service Poll Insights (Source: NICE Customer Poll June 2020, N=200)

- 43% claim over half their employees will be **working from home moving forward**
- 21% claim majority of employees (75%-100%) will be working from home

- 42% claim they are now on (or in the process of transitioning to) **Cloud CC environment**
- 30% claim a transition to **cloud CC** is planned in their future

- 51% claim over half their customer interactions in past 90 days were through **Digital Channels**
- 27% claim majority (75%-100%) of customer interactions were through digital channels

- Top 2 contact center priorities are adding **Visibility into interactions and Automation**
- 15% claim their top contact center priority is moving to the cloud

- 35% claim they are using now (or in the process) **Desktop guidance & automation**
- 36% claim implementing desktop guidance & automation is planned in their future

Customer Service in Times of Change The Realities



Increase in Interaction Volume



Longer Handle Time



Demanding Customer Needs



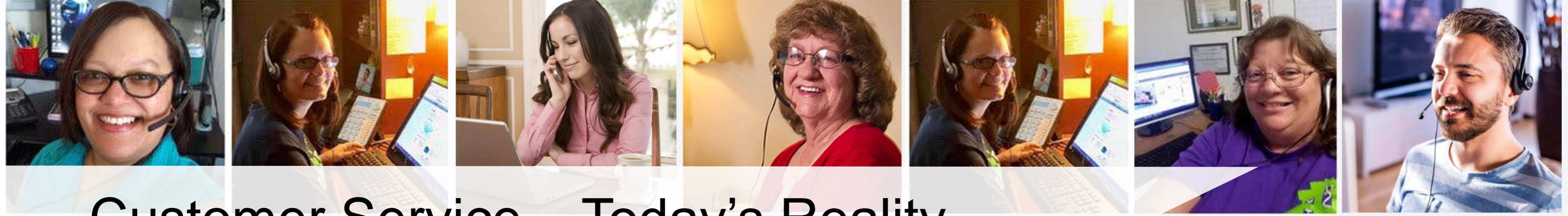
Manage Work-From-Home Workforce



Maintain Work-From-Home
Technology & Security

Contact Center – The Way It Used To Be...





Customer Service – Today's Reality...



Today's Customer Service – Needs & Challenges

VISIBILITY

- Understand what at-home employees are doing
- Drive productivity and efficiencies

PLANNING

- Forecast accurate staffing needs across channels and skills in a WFH environment
- Provide schedule flexibility and handle frequent intraday changes



PERFORMANCE

- Ensure at-home employees are providing the right level of service
- Improve and coach at-home employee skills

ENGAGEMENT

- Keep at-home employees engaged and motivated
- Understand how remote employees feel

FOUNDATION

- Transition seamlessly to WFH, while offering the same rich functionality to remote employees, supervisors and managers
- Ensure remote contact center activities are secure, comply with regulations and prevent fraud

Today's Customer Service – The Solution

VISIBILITY

Gain Visibility and Understand Employee and Customer activities

PLANNING

Forecast and schedule accurately a WFH environment



PERFORMANCE

Measure, Manage and Improve WFH Employee Behavior

ENGAGEMENT

Listen, Learn and Motivate WFH Employees

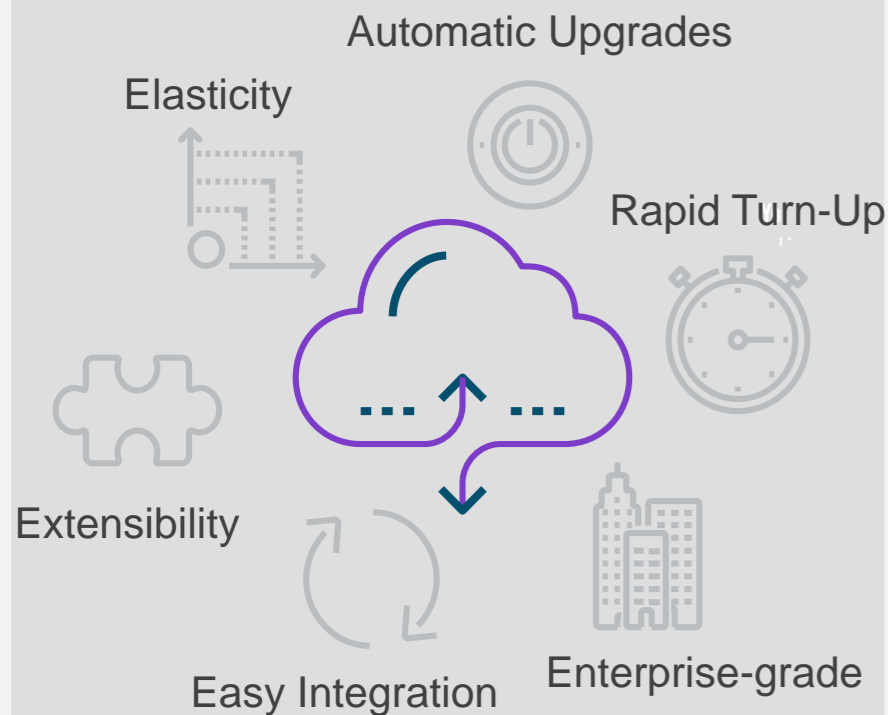
FOUNDATION

Build a seamless, flexible and robust WFH foundation

Make Homeworking Easier

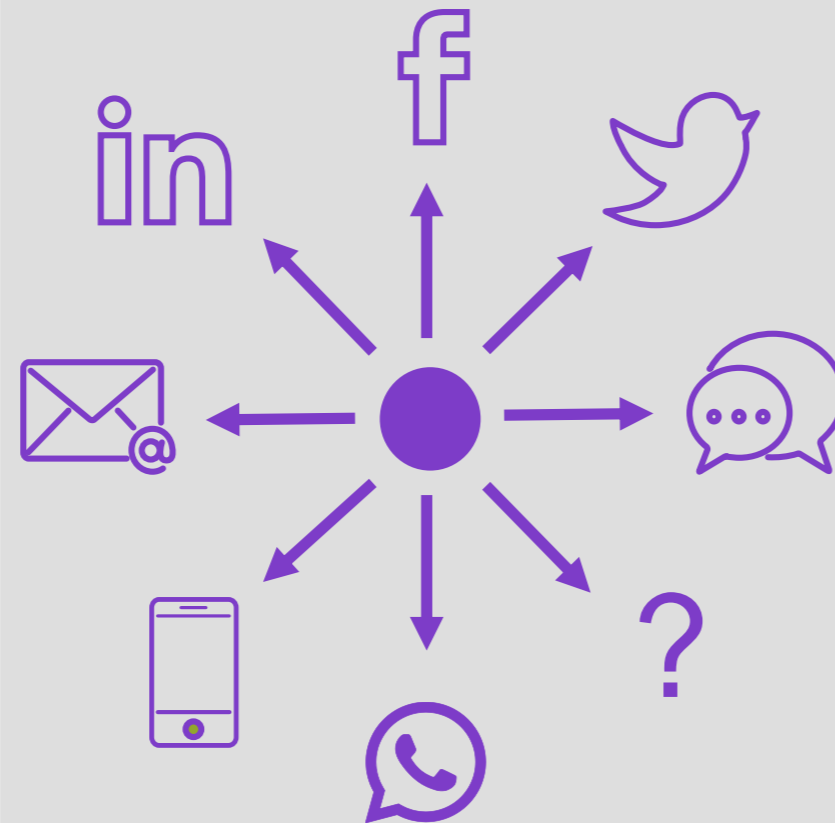
Native Open Cloud

- A true **cloud-native** solution
- A **unified complete** set of cloud CX applications



Multi/Omni Channel

- Complete **Digital Messaging**
- Ease of adding **new channels**



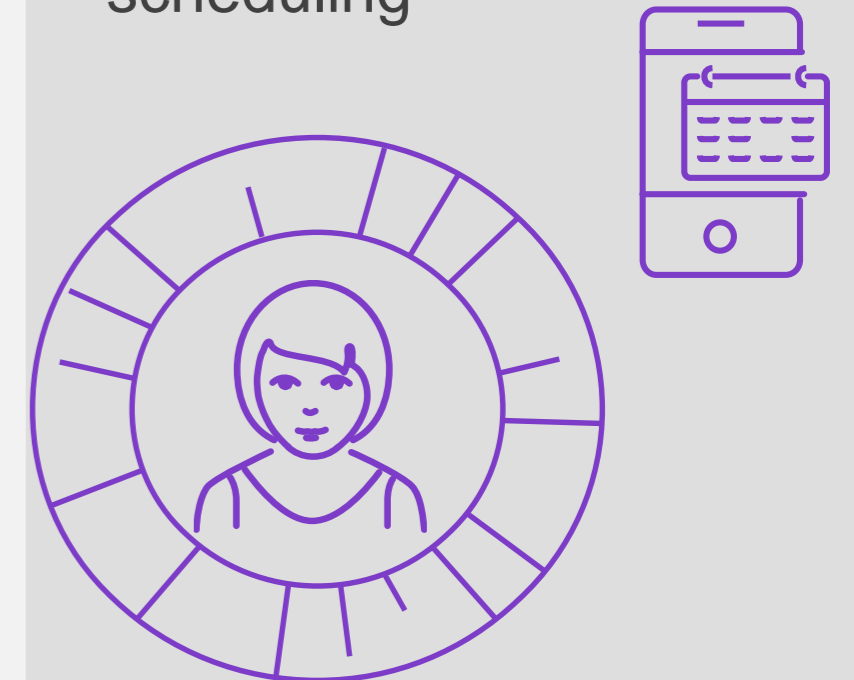
Meaningful Insights

- Comprehensive **Customer Insights**
- **Omnichannel** Recording, WFM, QM & Analytics
- **Intent and Predict Next Action**



Engaged Employees

- **Engage and Motivate**
- Flexible **Mobile** Enablement
- Support **Work-at-Home** scheduling



Trupanion moves 900 employees home in less than 72 hours!

Provider of Pet Medical Insurance

trupanion™

Decision Late February 2020 Accelerated plan to enable employees to work from home

Making it work for Employees NICE enabled Trupanion to transition quickly through seamless CXone applications

No Interruption to Service Maintained centralised reporting and managing of contact centre



No compromises: market-leading capabilities across **all** of CXone



Customer Analytics

DMG Market Share Leader
Interaction Analytics, 2019



Omnichannel Routing

Leader 5 years in a row
Gartner Magic Quadrant Contact Center as a Service (N. America 2019)



Workforce Engagement

Gartner
Magic Quadrant for Workforce Engagement Management, 2020



Open Cloud Foundation

The Forrester Wave™
Cloud Contact Centers Q3 2018

Figure 4: Interaction Analytics Market Activity, as of May 31, 2019

Vendor	Total		Seats
	Customers	Seats	Market Share
NICE / inContact ^{1,2}	1,530	2,922,500	43.1%
Verint ¹	1,700	1,900,000	28.0%
CallMiner ³	335	580,000	8.6%
OpenText ⁴	225	550,000	8.1%
Genesys ¹	380	346,000	5.1%
Calabrio ^{5,6}	193	74,310	1.1%
VoiceBase	190	52,500	0.8%





Thank You

NICE