



Workforce Management: The Ultimate Digital Experience

We help enterprises in enabling superior workforce productivity that leads to driving great experiences for customers. Through Servion and NICE's Workforce Management solutions, we are equipped to define the right labor model for maximum efficiency, offer self-service modules that allows agents to be more productive, and measure overall performance for continuous improvements.

- Lower Average Handle Times
- Better First Call Resolution Rates and NPS Results
- Increased Supervisory Efficiency



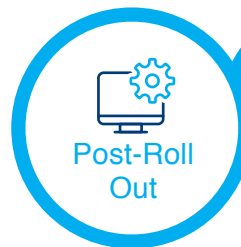
Consulting

Strategic operational and technology-related consulting services to assess self-service and adherence modules, digital conversational interfaces, and staffing forecasts



Implementation

Advanced implementation services - from developing applications to supporting various integration packages – with clear-cut performance tracking measures



Post-Roll Out

End-to-end monitoring and support of daily operations to reduce process complexity, drive system performance, make expansion seamless, and ensure business continuity

Drive Workforce Efficiency, Improve Customer Satisfaction

Powered by Servion's 22+ years of CX innovation, and NICE's position as a worldwide technology leader, we design, build, deliver and support customized Workforce Management solutions. No matter the domain or size, we empower enterprises to balance agent productivity with customer engagement.

What Servion & NICE Offer

NICE Performance Manager Module

Performance Visibility across WFM, ACD and Quality Metrics

Incentive Compensation Management

Connecting WFM and performance to individual incentives and recognition

NICE WFM Suite

On-The-Go Accurate Forecasting, Flexible Multi-Scheduling, Gamification, and Real-Time Diagnostic Alerts

Employee Engagement Manager (EEM)

Personalized Communication, Skill-Based Scheduling, Self-Schedule Training, and Intraday Voluntary Time Off / Overtime Empowerment

SmartSync

APIs for Seamless Data Exchange – contact center, back office and branch applications

Real-Time Impact

Real-Time Desktop Monitoring, with WFM, for Employee Productivity Insights

Our Key Differentiator

Servion is a NICE global alliances partner. With a team of trained engineers in Workforce Management, we build solutions on top of the NICE suite. With over two decades of system integration experience, Servion understands legacy systems, and it has the ability to modernize customer experience by leveraging NICE technologies.

- Strong employee engagement, with dependency-free agent requests
- Real-time monitoring of service level adherence
- Sustainable agent satisfaction at minimum costs
- Adoption of cutting-edge analytical functions
- Improve the quality of customer interactions

Currently serving
10billion
customer interactions

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