FUTURESOFT ®

FOCUSED . FLEXIBLE . FUTURISTIC . FAMILY

Workforce Management Services

Capacity Planning
NICE WFM R7.3
Time off Manager **Best Practices**
Server **Multi-Skills** Fairness
Migration Support **ACD Integration**
CONFORMANCE Best Practices **Onsite/Remote** Handholding
Multi-skilling **Workshop** **Coordination** Process Training
Documentation **Forecasting** EDW-Admin **Smart Sync**
Handholding **TRAINING** **Capacity Planning** Forecasting
Schedule **Time off Manager**
Bidding **Schedule Change** **Schedule Adherence**
Handholding Implementation **Workflow** Server Migration
Fairness Time off Manager **Agent Engagement**
Schedule Trades **Documentation** Process Training
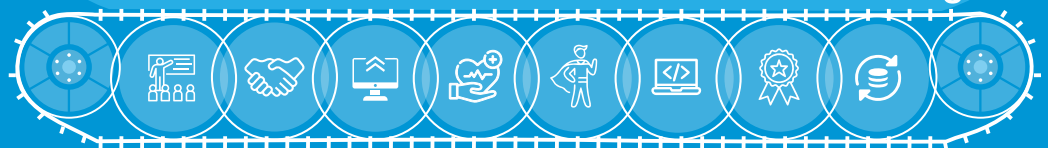
*Skill your Workforce Management arsenal,
to conquer shrinkage & non-conformance*
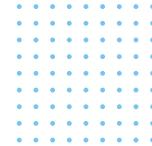
Discover the true potential of NICE WFM

Professional Services to maximize ROI from NICE WFM

FutureSoft offers a wide-range of support services and training programs to help customers to use NICE IEX WFM more effectively and efficiently and stay up-to-speed on the latest technology changes.

Our trained consultants will recommend the right services and courses to meet your immediate needs and accomplish long-term goals. We provide Technical support for NICE IEX WFM servers throughout the lifecycle of your system. As per the changes in technologies and processes, our team ensures your system runs at peak performance and users are knowledgeable.

Consulting & Managed Services

Training Services

FutureSoft Professional Services

Support Services

Professional Services
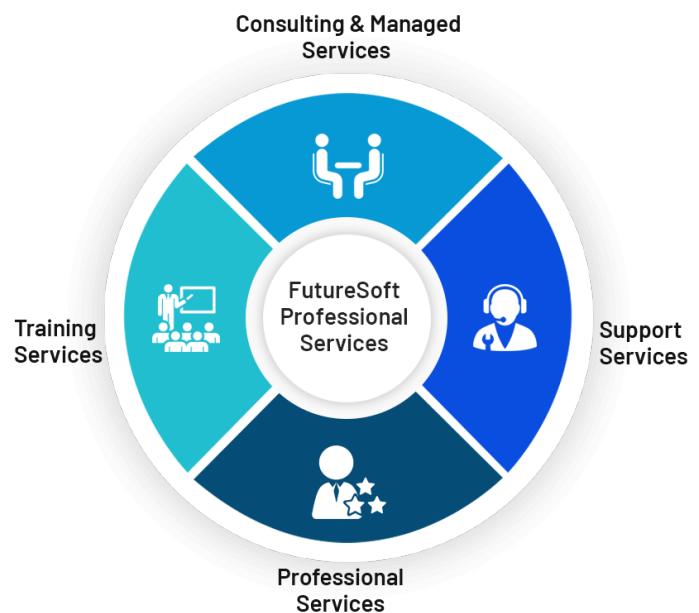
FutureSoft offers services to IEX TotalView/NICE WFM customer:

India
(DELHI, GURGAON, NOIDA, BANGALORE, MUMBAI, CHENNAI, HYDERABAD, KOLKATA, PUNE, CHANDIGARH)

35
ACDS - AVAYA, CISCO, NORTEL, ASPECT, GENESYS, LIVEOPS, APROPOS, AMAZON CONNECT ETC

40
LOCATIONS

200000
AGENTS

16 COUNTRIES

International
(PHILIPPINES, UK, IRELAND, ARGENTINA, COSTA RICA, US, CANADA, PAKISTAN, KUWAIT, UAE, AUSTRALIA, INDONESIA, MALYSIA, SINGAPORE, THAILAND & EGYPT)

Training in NICE Workforce Management

FutureSoft with more than 20 years in implementation and support of NICE IEX Workforce Management System can help extracting the best value from your investment in NICE WFM. We provide skilled resources who will train your organization in managing WFM system and help WFM team to solve their problems and help in understanding features and best practices.

Training Packages

EDW & Admin
Important for resources who will design and define new Line of Businesses in WFM tool, Define forecasting & scheduling parameters.

Process & Webstation
Learn Forecasting, Scheduling and Manage daily workforce operations like real time monitoring, intraday management and change management.

Customized Training
Customized training for new hires as well as refresher course for experienced WFM resources

Refresher Training
Useful for WFM teams who need to improve their skills on NICE WFM and learn features not being used effectively.

Delta training
Useful for WFM teams post upgrade to newer versions of NICE WFM. This short Training is provided on changes from older to newer versions. Improves skills and also saves time.
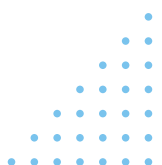
TTT/agent training
Train the Trainer for WFM team who can train other team members in a large organization or where new WFM team members join frequently. Agent training directly to the agents on using WebStation and WebStation Plus features.

Handholding Sessions
Help with new process implementation, Go-Live and bring new hires up to speed.

Up and Running all the time...

Server Health Management and Support Services

FutureSoft being a certified partner of NICE in India provides technical support to various clients of NICE, we offer onsite support to NICE customers plus we provide end to end solutions be it Installation, Implementation, Integration of NICE IEX WFM with various other systems. **Quick resolutions give you a hassle-free operations**

Server Health
Monitor Services, ACD feeds (Real time & Historical), RCP connectivity & WebStation Connectivity on regular basis.

Server Log Management
Managing Application logs for troubleshooting

Real Time & Historical Feed Monitoring
Real time agent state update and historical call volume from ACD like Avaya, Cisco, Genesys etc.

Coordination
Coordinating with IT, Network, Telecom and Operations for WFM related issues. Helping NICE with patch installation and issue resolution.

Backup Monitoring
Monitor daily backups and safe keeping

Front End Issues
Helping WFM team to effectively use application by efficiently handling their queries & issues.

Extend your WFM with technology integrations

NICE WFM Professionals Services

FutureSoft has dedicated team of Trained and NICE Certified professional resources who have extensive experience in Implementing, Integrating NICE WFM in various clients' sites. FutureSoft has been providing professional services since 2001 to various customers in India and in other countries. These resources have been trained and certified by NICE offices in Dallas, UK and Singapore.

NICE WFM Installation
We provide professional services to install NICE WFM R7.x, Patching, Tuning and ITP

Upgrade
We have extensive experience in upgrading NICE WFM from versions 3.x, 4.x, 6.x and 7.x.

Partitioning
Creating new customer partitions for integrating new ACDs and Statistic interval changes

SmartSync
We have configured SmartSync Export/Import to integrate third party systems with NCIE WFM for various customers
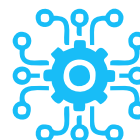
Pre-Sales support
We have helped our customers with RFPs for their potential customers.

ACD Integration
We have experience of integrating Avaya, Cisco, Genesys, Aspect, Amazon Connect and many more ACDs with NICE WFM.

Development
Custom report/dashboard development for analysis and performance monitoring and improvement

Advisory services to get the best out of people

NICE WFM Consulting & Managed Services

FutureSoft consulting services help you get the most out of your latest and existing technology investments. Based on your current environment, FutureSoft will recommend the services you need to improve operations and meet organization's vision and long-term goals.

Best Practices
Identify and share WFM best practices across all Business Units for Operations and planning. Agent Empowerment through various methods to reduce Shrinkage and increase Compliance among agents.

Workflow & Documentation
Ensuring workflow and documentation to be in accordance to clients' guidelines, through internal Audits and guiding the clients' Compliance Team in formulating policies.
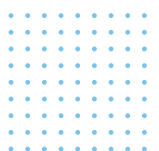
Analytical Support
Providing analytical support to process heads across multi-processes over various Clients' locations for improved productivity- Involves interacting with client on calls, determining needs, devising strategies and ensure seamless implementation.

Technical Interaction with clients
Responsible for frontline client interaction for Resource management, Call volume forecast, Capacity planning, Overtime planning etc.

Get **Connected** to Futuresoft,
Stay **Connected** to **Global Success**

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ISO 9001

IAS ACCREDITED
MSCB 134

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