

WEM@home

VISIBILITY

PERFORMANCE

ENGAGEMENT

In Times of Change



NICE

The 3 key challenges of COVID-19 WFH realities

1

How do I know what my at home employees are doing?

Visibility

DESKTOP ANALYTICS



2

How do I ensure my at home employees are providing the right level of service?

Performance

ENLIGHTEN



3

How do I keep my at home employees engaged and motivated?

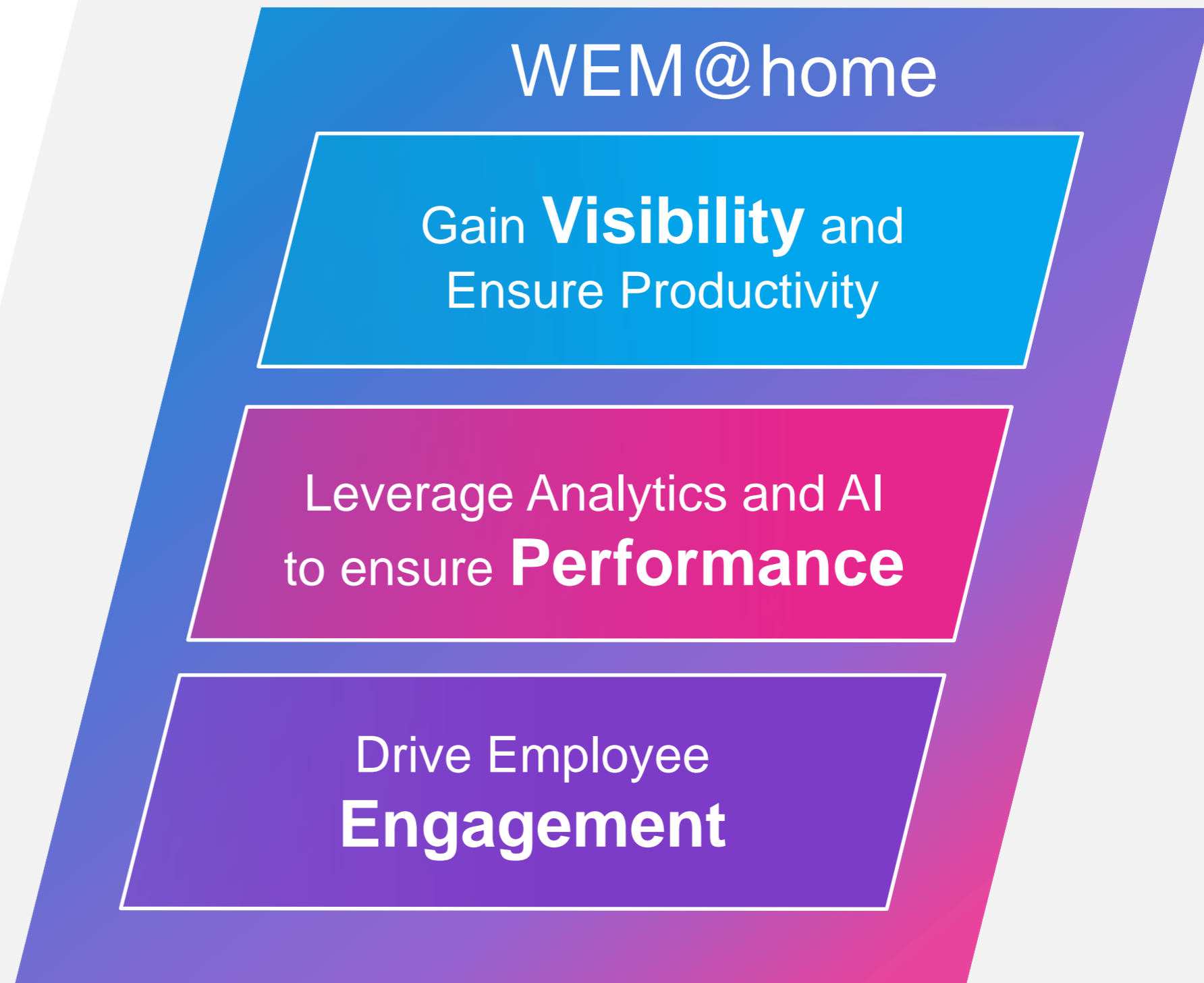
Engagement

VOICE OF EMPLOYEE



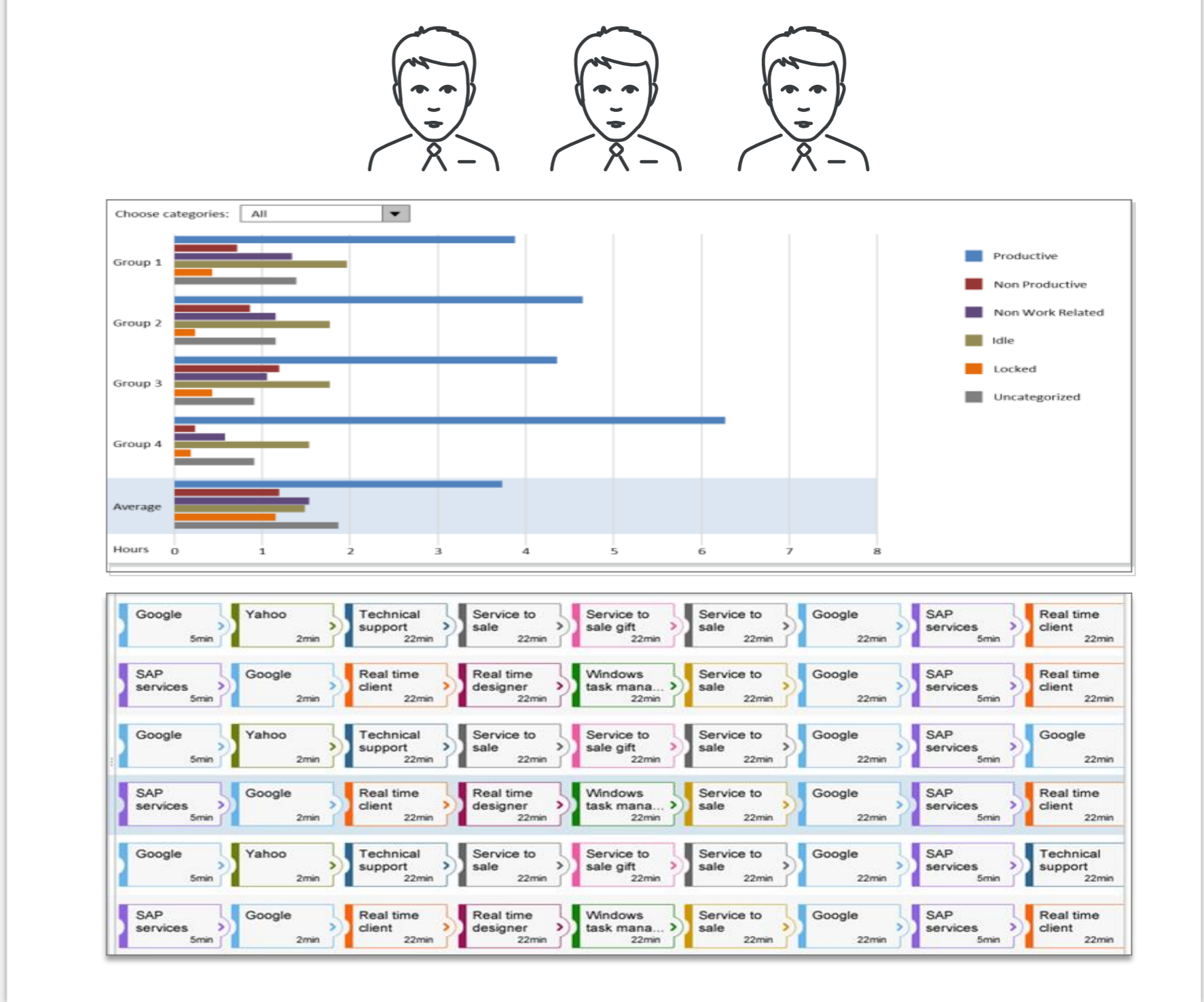
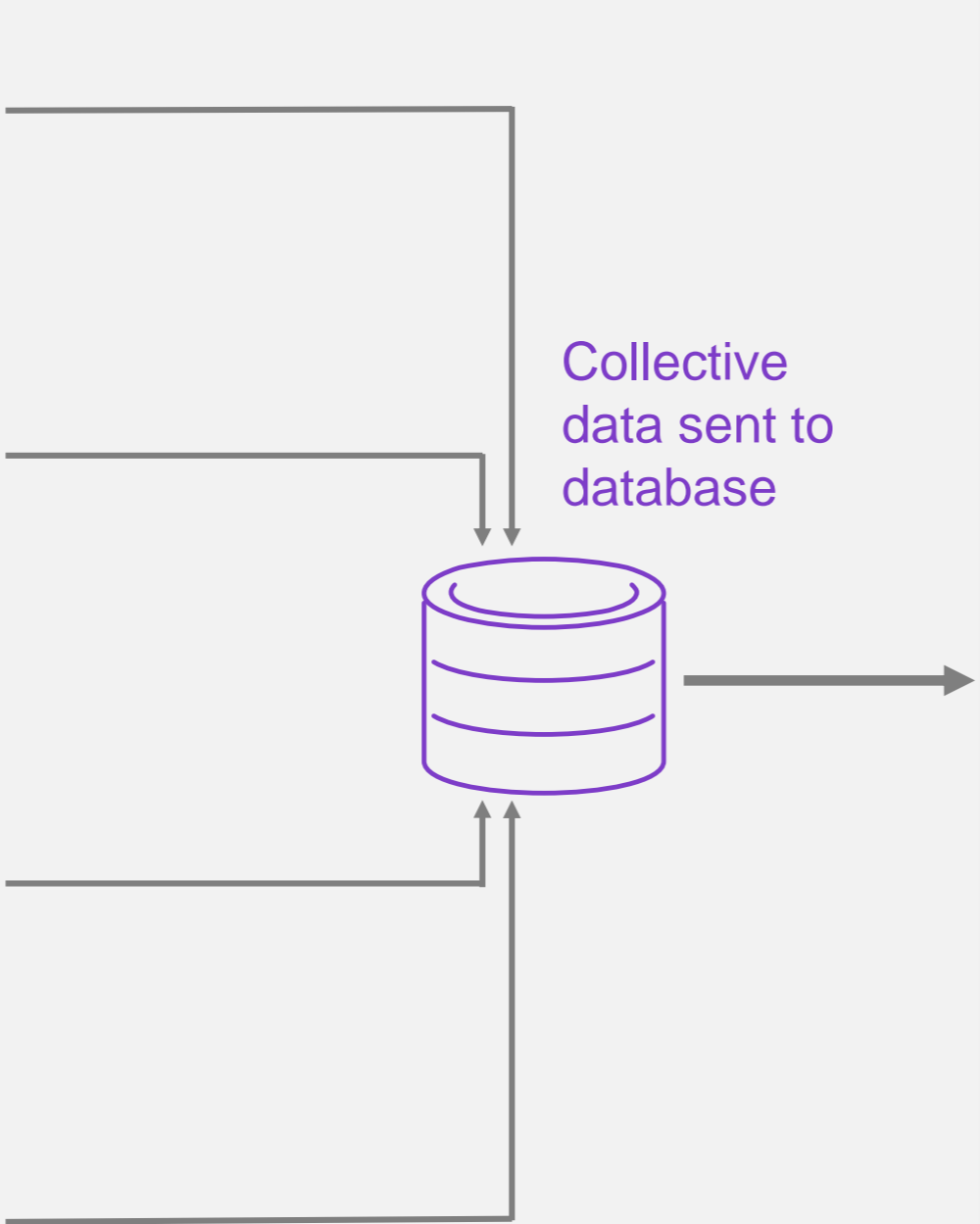
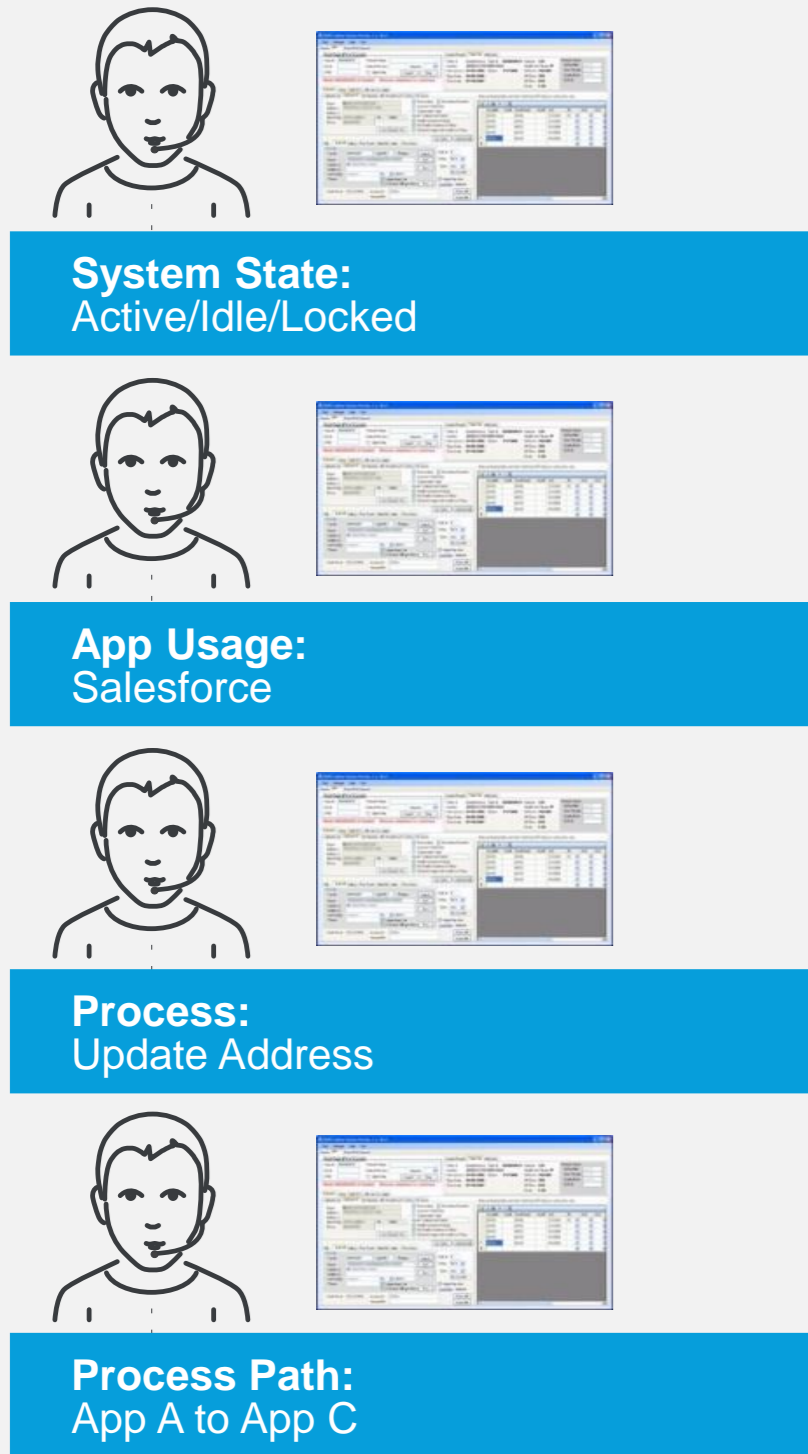
Introducing WEM@home

- A special commercial package
- Compelling initial pricing
- Custom out-of-the-box configuration
- Rapid deployment – turn up in days



Solutions Overview

Desktop Analytics Offers Visibility into Employees' Desktops

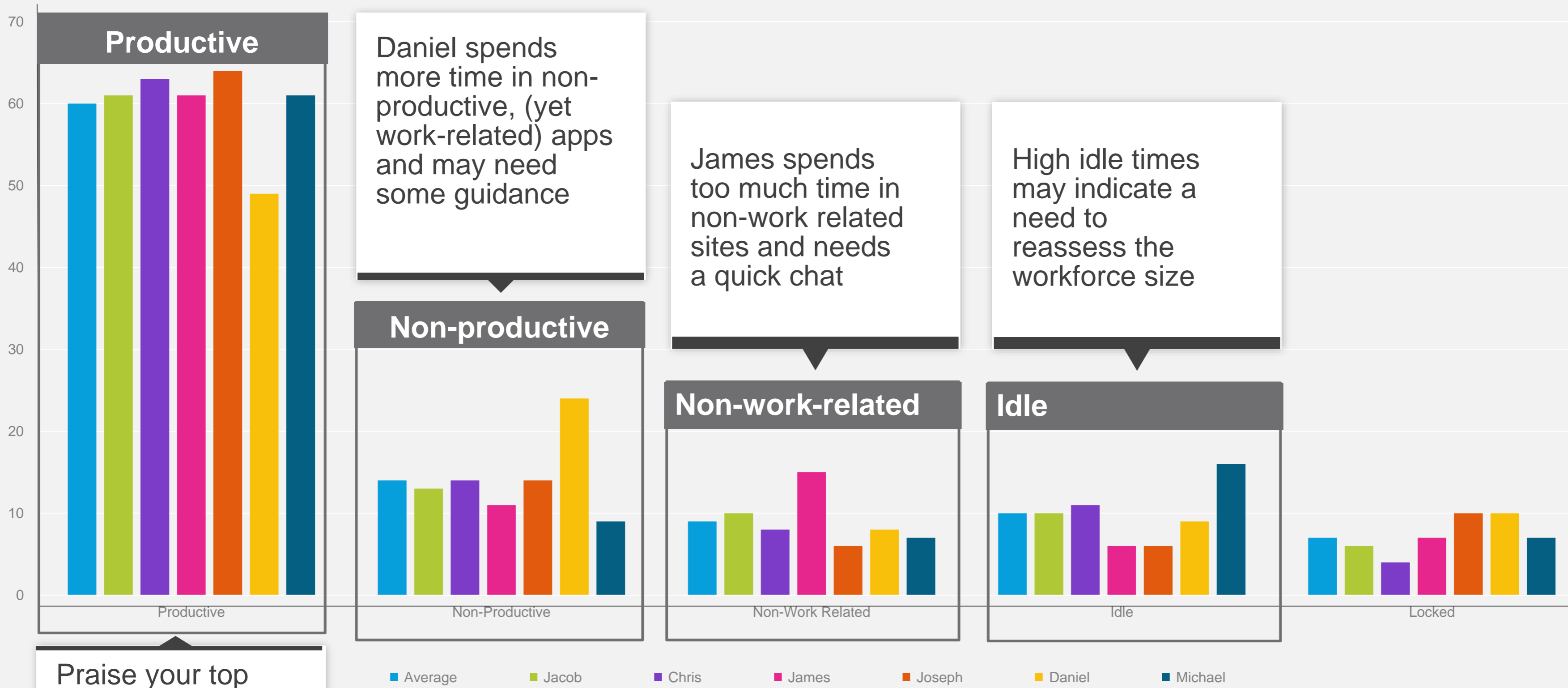
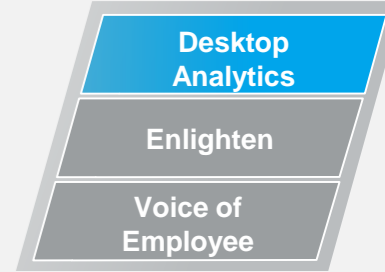


Client runs in the background on employees' pcs and/or citrix server

Data analysis via out-of-the-box reports

Gain Valuable Insights on Employee's Work Day

Where are the productivity increase opportunities?



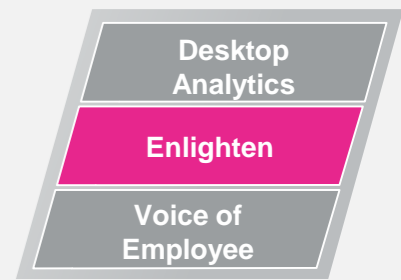
Daniel spends more time in non-productive, (yet work-related) apps and may need some guidance

James spends too much time in non-work related sites and needs a quick chat

High idle times may indicate a need to reassess the workforce size

Praise your top performers for time well spent!

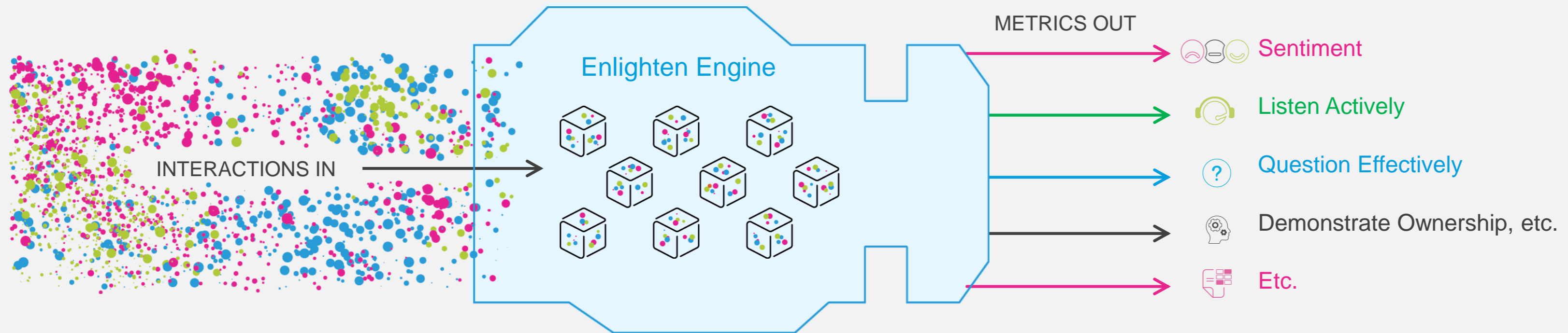
ENLIGHTEN = AI-based Metrics Engine



Interactions In → Metric Scores Out

Sentiment = 100% measurement of **CSAT**
Seeded the market with ENLIGHTEN

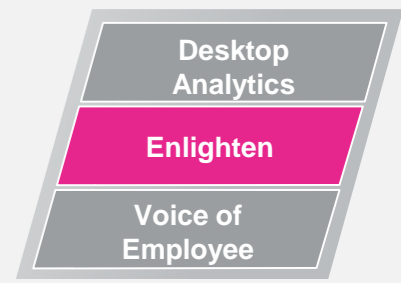
ENLIGHTEN behavior metrics =
ability to move the needle



SCORE(S) for EVERY METRIC
on EVERY INTERACTION

Move the Sentiment Needle

ENLIGHTEN Agent Behaviors



Goal: Empower Agents with Opportunities to Self-Correct

- Automated, Objective Scoring on 100% of interactions
- Accurate, consistent, comprehensive

Measure agent soft skills that drive CSAT

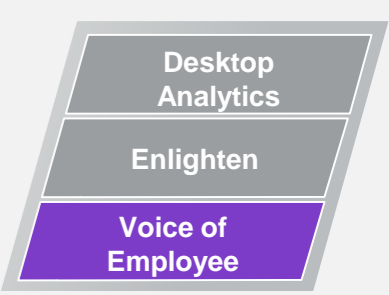
Available from no other source

- How effective is each agent at providing satisfactory customer service?

Agent	Sentiment	Active Listening	Acknowledge Loyalty	Demonstrate Ownership	Build Rapport
Tripp	4.6	3.2	0.2	1.7	7.5
Andy	2.9	1.8	3.7	0.9	3.5
Moire	2.4	3.4	1.6	4.1	0.4
Angel	1.8	0.8	3.8	0.5	-0.2
Jackson	1.2	-0.2	0.4	2.2	0.8
Freddie	0.5	1.1	-0.7	0.6	-1.9
Julie	-0.2	-3.8	-0.8	0.2	-0.4
Sasha	-1.3	-0.3	-2.1	-4.9	-0.7

- How good is each agent at each of the soft skill behaviors that drive sentiment? Are they good listeners? Etc.
- Which soft skill behavior(s) should each agent focus on to improve their customer sentiment score?

Employee Engagement Survey: Listen, Analyze, and Act



Listen

We are offering a **no cost, mobile-friendly, ready-to-run employee experience survey** for you to field to your organization. Find out what your employees think and feel.



Analyze

About two weeks after we receive the first response, with a minimum of 30 responses, NICE Satmetrix will provide a **custom WEM@home employee engagement report** for your organization. We'll also follow up with a **benchmark report**.



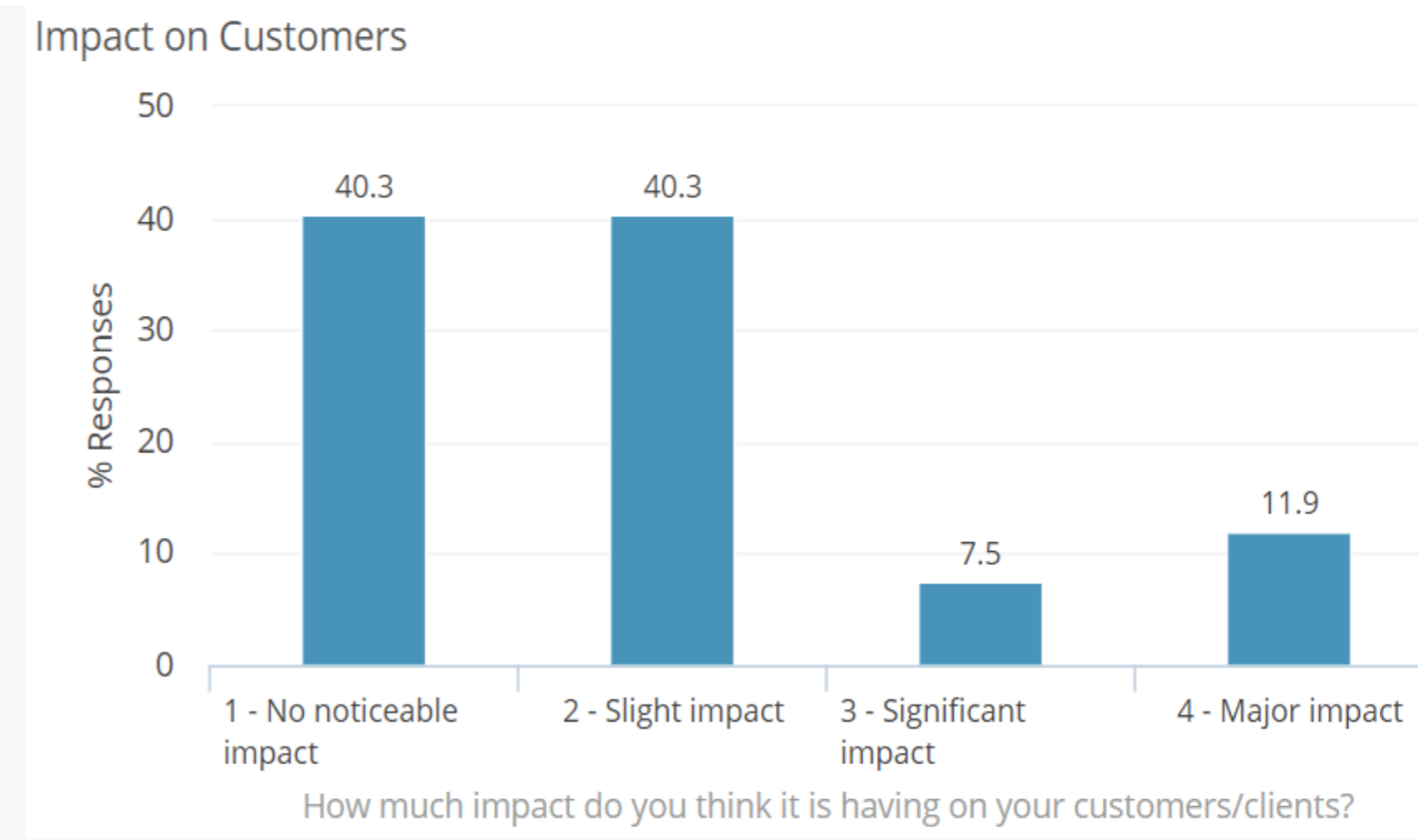
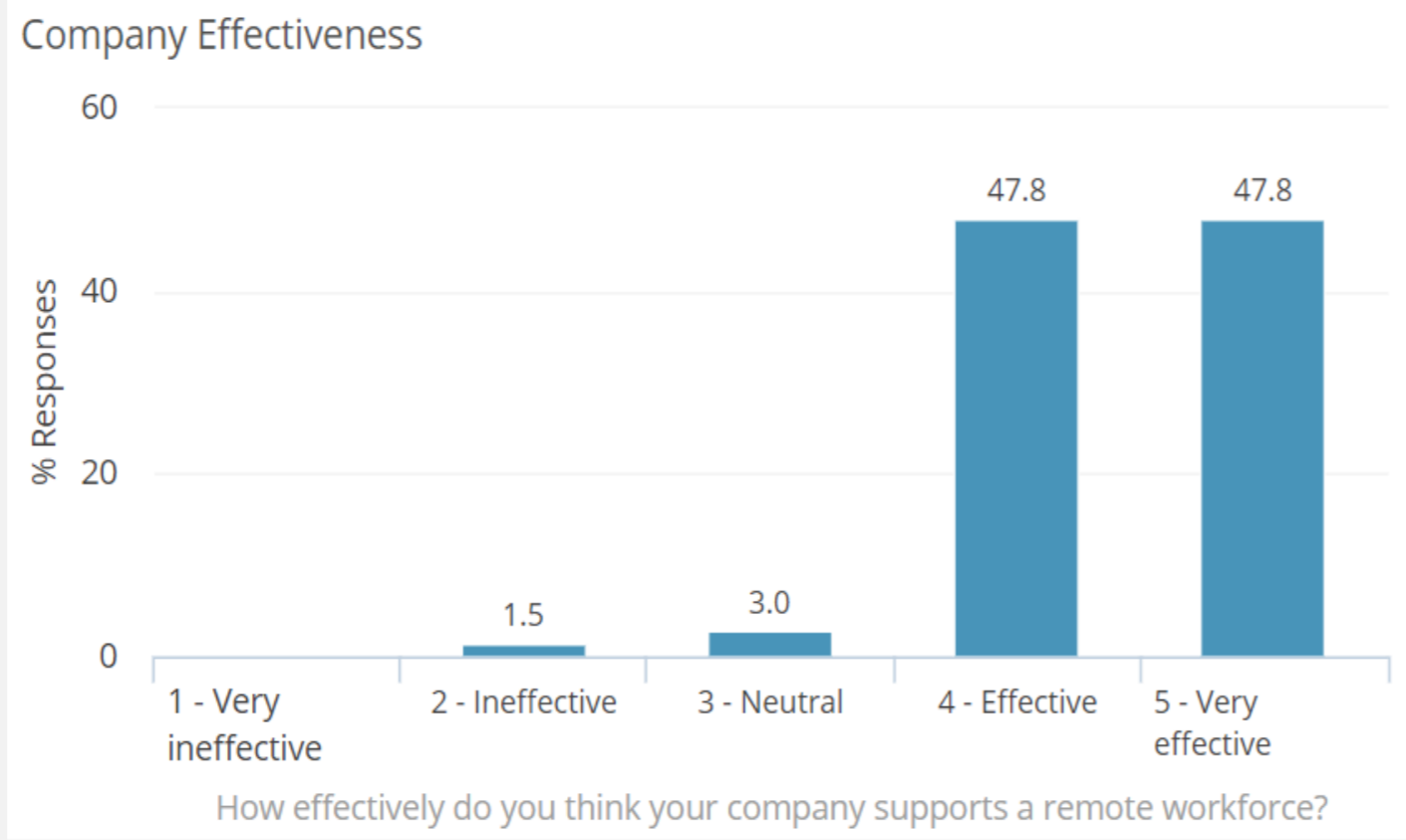
Act

You will **gain insights** needed to make data-driven, targeted improvements.

All company and benchmark data will be anonymized. No personally identifiable information (PII) data will be collected from respondents.

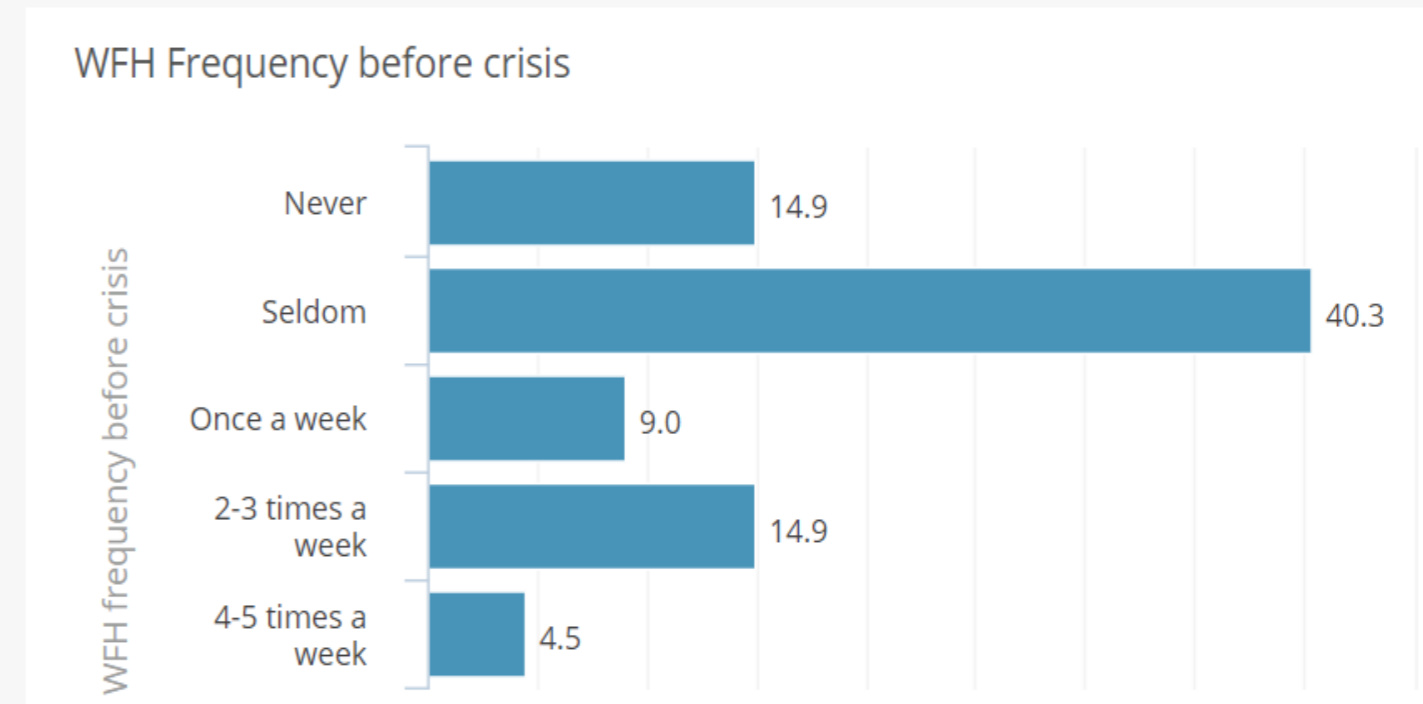
Employee Engagement Report: Sample Content

- Learn quickly from your employees where your company has gaps in serving your customers so you can take quick action.
- Find out what you can do to help your employees, and ensure they have the tools they need to be effective.
- Build their loyalty and learn how to best support them during this crisis.

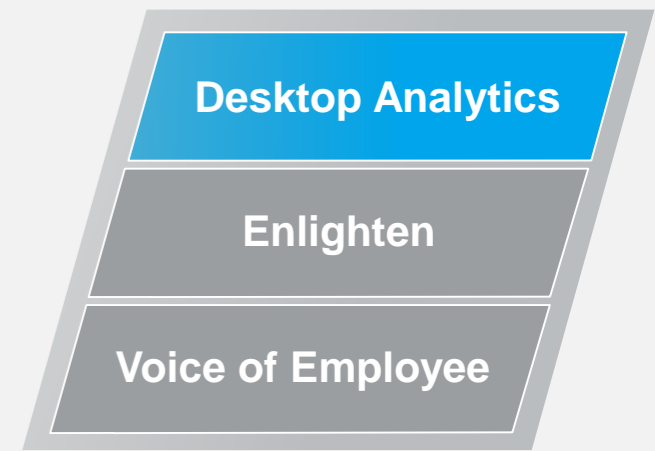


eNPS - Recommend Employment

Icon	NPS	Distribution
	31	18 (Red) 33 (Yellow) 49 (Green)
67	31	



Benefits of WEM@home - **Visibility**



Value Proposition

Provide managers with full visibility into their at home employees desktop productivity:

- **KNOW** – time employees spend on productive work
- **SEE** - what they are working on
- **MEASURE** - their productivity & potential gaps
- **SURFACE** - outliers and top performers

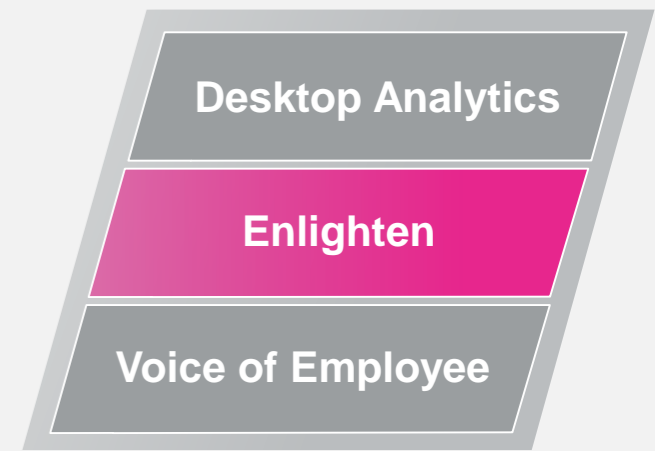
What's included?

- Real time activity monitoring client to capture remote employees desktop activities
- Basic set of out of the box productivity reports
- Initial setup

What's not included?

- Customized reports
- Monitoring of applications that are not Out of the Box
- Self-mining of activity data
- Integrations to other systems to measure KPIs holistically

Benefits of WEM@home - Performance



Value Proposition

Provide managers with AI-based automated insights on interaction sentiment and employee behavior:

- **UNDERSTAND** how well your at home employees are performing through advanced sentiment and behavioral analysis
- **Provide FEEDBACK** to your at home employees on behavioral improvements
- **AUTOMATE** manual evaluations to improve employee and customer satisfaction and enable a streamlined coaching/performance management program¹

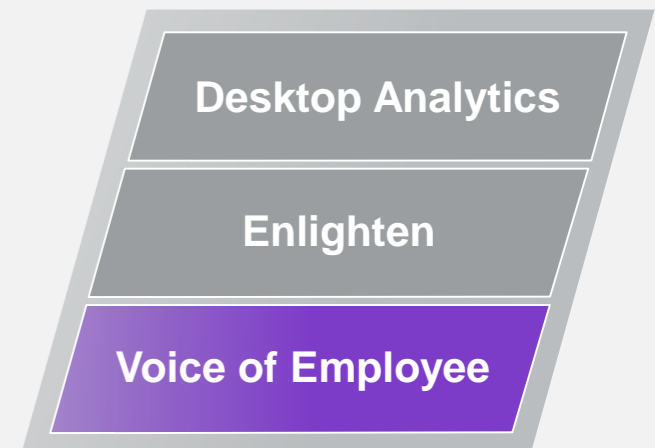
What's included?

- Enlighten Engine with Sentiment & Behaviors Model provided as Managed Service
- Hosted Solution (On-Premise solution may be approved for select customers)
- Based on customer-provided transcripts
- Online training/advice best practices session
- Access to a hosted dashboard with scored interactions
- XML output files with scored interactions
- Integration for existing Nexidia and QC customers

What's not included?

- Nexidia Analytics or QC
- Additional Enlighten models (Complaints, Churn and Fraud)
- Transcription available at additional cost

Benefits of WEM@home - Engagement



Value Proposition

Provide managers targeted insights about employees experience to power improvements and increase engagement:

- **LISTEN** to and understand your employees work from home experience and needs,
- **ANALYZE** employee engagement in a proactive way
- **ACT** by leveraging the information to improve employee engagement and overall customer loyalty

What's included?

- An out-of-the-box employee experience email survey
- An employee feedback custom report
- An industry benchmark report
- Unlimited number of surveys

What's not included?

- Online access to the NPX system
- Additional surveys or channels
- Customizations of the out-of-the-box survey
- Connection to 3rd party systems
- Text Analytics of open end comments

Thank You

NICE[®]