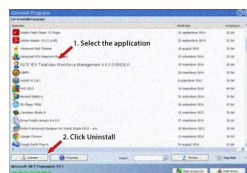. NICE WFM: A reliable and effective solution. Achieve your KPIs, motivate your agents, and leverage new tools that enable your teams to work smarter. Learn More NICE IEX Workforce Management You want a workforce management solution that can handle the complexity of your organization and deliver accurate forecasts and actions. That's why NICE IEX Workforce Management is the leader in market share and product innovation. Workforce experts have chosen NICE IEX for over 20 years, because we excel at developing advanced capabilities. Our solution offers depth and flexibility to optimize forecasts and schedules, and automate processes to save you time and resources. User-friendly interfaces make it simple for every employee to manage their schedule and performance. NICE IEX Workforce Management (WFM) has been the market leader in share and innovation for a long time.

WFM 6.2 reflects their interests, solving key problems, enhancing IEX WFM features, and adding new ones. Configurability NICE IEX WFM 6.2 remains the most adaptable solution on the market. We cater to the most demanding and meticulous WFM professionals by giving them the option to customize the solution to their specific environment. They can fine-tune forecasts, support various scheduling methods, and consider different employee skill sets.

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