

Figure 15: Omnichannel Scheduling

Aspect	Assembled	Calabrio	NICE	Verint
What scheduling approaches are supported by your WFM solution to create and fill schedules?				
<p>Template-based, preference-based, schedule bidding (shift bidding, sequential shift bidding, flexible shift bidding), employee schedule building (gig economy), blocked scheduling, blended scheduling, and work and equity rules</p>	<p>Assembled offers a fully automated module that can generate schedules and shifts with or without specific agents and agent preferences. Schedules generated via templates can be applied in bulk or manually adjusted. Agents can request schedule changes in the self-service environment.</p>	<p>Calabrio WFM supports multiple scheduling approaches, including preference-based, template-based, shift bidding, block scheduling, and rotation-based, while providing the employee with self-service options to influence/change their schedule. Calabrio can support team scheduling and partial rotations from the scheduling/optimization table. Calabrio also enables employees to add hours to their own schedule via the self-service portal/mobile app based on forecasted staffing levels.</p>	<p>NICE WFM supports multiple scheduling paradigms, including but not limited to:</p> <ul style="list-style-type: none"> • Self-scheduling • Hybrid scheduling • Guaranteed availability • Preference-based • Template-based • Bidding • Block scheduling • Thousands of weekly rules that may be applied • Daily rules • Rotating schedules • Split shifts • Adaptive breaks • Adaptive lunches • Automated net staffing optimization 	<p>Verint offers a variety of scheduling approaches, including preference-based scheduling, shift bidding, flexible start times, and traditional static and block scheduling.</p>

Source: DMG Consulting LLC, March 2025

Figure 17: Agent Self-Service

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<p>Please describe how your self-service module supports the ability for agents to:</p>				
<p>Specify or select their own schedules, including days, shifts, work increments, breaks, and meal periods</p>				
<p>With the Schedule Preferences module, agents can specify their schedule preferences, including days, earliest start/latest stop, shift duration, and meal period. These can be used in Preference-Based Scheduling or in the Automatic Assignment Scheduling process. In addition, based on privileges awarded, agents can shift their schedule, break, and meal periods, or even enter them to fill out requirements outlined by the Workforce team.</p>	<p>Agents can submit schedule change requests to go to their manager. Assembled’s module for Voluntary Time Off and Extra Time allows the manager to publish additional shifts or give agents the option to end their shifts early, which the agents can then request through their own communication channels, like Slack or email.</p>	<p>Calabrio WFM empowers agents with the following self-scheduling tools and capabilities:</p> <ul style="list-style-type: none"> • Build your own schedule - by adding work hours on an unscheduled or scheduled day. Automatically schedule lunch/breaks based on predefined rules. • Move lunches or breaks - through self-service drag and drop functionality in smartphone and on laptop. • Grant Chatbot - handles schedule processes, requests, and recommendations. Monitoring current staffing alongside employee’s skills and schedules, Grant provides chat notifications when voluntary time off and/or overtime is available. Agents can also request time off from work or 	<p>Agents can “bring their own schedules” with rules-driven parameters that guide employees to create their own schedules. The rules ensure that the schedules meet the minimum and maximum working time considerations, including multiple-week perspectives, and support the use of shift differentials to guide employees to build unpopular schedules.</p>	<p>Employees can express their preferences in multiple ways:</p> <ul style="list-style-type: none"> • Specify start-time and day-off preferences in their profile • Request periods of “unavailability” to reflect times where they cannot be scheduled (e.g., for personal, childcare, or educational reasons); this allows the automated scheduler to avoid assigning them for work at this time and to select other options to meet their contractual requirements • Use shift bidding to self-select their entire schedule • Use shift-change and flex requests to extend or reduce hours • Hyper-personalization of shifts allows employees to adjust the construction of their schedules with insights

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		<p>extra hours through Grant.</p> <ul style="list-style-type: none"> • Trade shifts with colleagues - without team leader/administrator intervention, while maintaining staffing-level requirements. • See probability of request approval - directly in your MyTime App without having to reach out to a supervisor. • Increase likelihood of overtime - by entering overtime availability in MyTime, creating a resource pool for planners when needed. • Request overtime - with manual or automated approval. • Request time-off - from any device and have it automatically processed. • Shift Bidding - select and rank shift patterns to ensure that you are assigned a shift pattern that you prefer. 		<p>as to whether the change is helpful/</p> <p>unhelpful (based on service outcome prediction and a “credit/debit module”) to achieving customer experience metrics, and by incentivizing the employee to select “helpful” changes through the exchange of a “digital currency” (FlexCoins).</p>

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		<ul style="list-style-type: none"> • Activity Request - empower agents to request and schedule activities outside of their schedule. • Dynamic Scheduling (Optional) - allows agents to submit their availability while indicating where staffing needs exist. The interface enables agents to input their potential work hours and the WFM team to create schedules that correspond to those preferences. • Activity Request – Activity Request allows organizations to pre-configure what activities agents can self-schedule and identify the best time to schedule these activities, without negatively impacting staffing coverage. 		

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