

Case study



First National Bank of Omaha (FNBO) is one of the largest privately held banks in the U.S., offering personal, business, and commercial banking services with a strong emphasis on customer care and innovation.

Industry: Financial Services

Website: www.fnbo.com

Location: Headquartered in Omaha, NE

Size: ~500 Agents

Improved operational agility using forecast and WFM data



Lower attrition and FMLA usage is down among Flex Staf



NiCE Solutions

- NiCE IEX Workforce Management
- NiCE Employee Engagement Manager
- NiCE Enhanced Strategic Planner



Challenge

FNBO’s traditional, fixed scheduling model was struggling to meet the needs of a changing labor market. During the COVID-19 pandemic, hiring and retention dropped as applicants—often students or work-from-home parents— found it difficult to commit to rigid shifts. The company realized it needed a more flexible approach to attract and retain top talent while maintaining coverage and operational efficiency.

Solution

By adopting NiCE IEX Workforce Management and Employee Engagement Manager, FNBO launched a successful Flex scheduling program that gave agents greater control over their hours and improved business responsiveness. The program not only reduced absenteeism and attrition but also transformed the company’s workforce management team into strategic planners. With real-time forecasting and seamless scheduling tools, FNBO is now exploring AI-powered options to take Flex to the next level.



We’re really proud of what we’ve done with EEM. We’ve stretched it beyond what it was originally built for and created a dynamic model that empowers our agents and enhances our business.

Lauren Young
Workforce Management Analyst, FNBO

Great stats

From 6% to 4.5%
drop in abstenteesm

30%
contact center workforce enrollment in Flex

Reduction
in absenteeism and agent burnout

