



What is a NUG Chapter?

Understanding how to make the most of your NICE System solutions can be challenging. NUG chapters, which consist of NUG members who have similar interests, goals, or concerns, provide you with the opportunity to connect to the people, knowledge, and technology that will help you maximize the value of your investment in NICE. Through periodic meetings, NUG chapters will provide you with a place to discuss NICE system applications, learn best practices, discover the latest product features, enhance your knowledge and skills, teach others what you are doing, see product demonstrations, and network.

Starting a Chapter:

If you are interested in starting a chapter in your area, email the NUG Director of Local Chapters, chapters@niceusergroup.org.

The NUG Director of Local Chapters will help you work with NICE Systems to create a list of NICE customers in your geographic area. As soon as the list is established, an emailer will then be sent inviting other NICE users to be a part of the chapter. Once chapter members have been established, the first chapter meeting location, date and time will be determined.

The first meeting agenda should include the following:

- Introductions (you may want to include an ice-breaker activity)
- Determine a chapter name or acronym. This is how your chapter is known to the rest of the community
- Determine the chapter's objective
- Determine how you want to be organized by defining roles & responsibilities*
 - Chapter Representative - name and contact information will go on the Chapter's page on the NUG website. This person will be the contact person for any questions from potential new members from the community
 - Meeting Facilitator - keeps the meeting moving and on track
 - Recorder - responsible for documenting the meeting notes
 - Web Master - responsible for posting the notes and updating the chapter page on the NUG website with announcements, members, upcoming meetings (dates, times, and location), agendas
 - Speaker Organizer - responsible for arranging speakers (whether it's a NICE expert or another customer).
 - Topic Organizer - responsible for collecting and maintaining topic suggestions and organizing future agendas

***Depending on the chapter's size and needs, these roles and responsibilities may change frequently or infrequently or may or may not be required.**

- Determine topics for future meetings that have broad appeal
- Discuss speakers/member presentations that might be available and of interest to the chapter members
- Decide on future meetings: How often, dates, times and locations
- Try to include contact center tours for the members

Keeping the Chapter Thriving

PATIENCE AND FUN

It will most likely take a few meetings to smooth out logistical details and the channels of communication, but this is expected. These first few meetings are where members are deciding if the Chapter is worth their commitment and it is also where trust and relationships are being developed. Remain up-beat, committed and open-minded and it will be a fun and valuable experience for all.

SUCCESSFUL MEETINGS MAKE SUCCESSFUL CHAPTERS

Member presentations are a good way for members to learn about each other and to support the aspect of information sharing. Cover a topic which is pertinent to the group and has a broad appeal to the members. It may be an update on existing information or on something brand new. You may want to include a guest speaker or a NICE expert. Keep in mind that great presenters are all around you. Maybe a co-worker would make a great speaker or another member of the NUG community. Work with the NUG Director of Local Chapters and NICE to help find speakers. Always facilitate and encourage an open discussion to find out what attendees are looking to get out of and contribute to the chapter.

CHANNELS OF COMMUNICATION

NUG Chapters are primarily set up to focus on face-to-face meetings as their primary mode of interaction. Other modes of communication such as online activities via the NUG website's chapter page www.niceusergroup.org would be helpful in summarizing chapter activities, communicating schedules and agendas for future meetings and determining dates and locations of chapter meetings. An online discussion forum on the chapter page is an excellent way to keep members engaged.

RETAINING MEMBERS

Sometimes member retention is the most challenging task for a Chapter; especially since most, if not all, members are volunteers and may have many other events vying for their time. Here are a few recommendations to address this:

- Create a level of consistency with respect to date/time/location. Though these may change at times, the ability to remain consistent goes a long way toward keeping members engaged. Also keep in mind that if a Chapter only plans to meet a couple of times a year, it will most likely not be considered worth investing time in.
- Well-planned meetings are very much appreciated by the attendees and convey solid commitment for any newcomers who may be attending.
- Chapter pages on the NUG website www.niceusergroup.org have the ability to post polling questions and ask members to vote on monthly topics, meeting times, and facilities to involve the majority of members in group decisions.
- Make sure to gather member input regularly on how things are going.
- Promote each meeting to ensure strong attendance.

Sample Agenda Topics:

- How each member is using NICE Applications
- What is included on your evaluation forms
- What is your calibration process
- How is data and reports used
- How does training support your quality program
- How are you using Interaction Analytics
- My Universe - Rolling it out to the agent level or personalizing it
- Building reports
- NICE Feedback Application
- General Topics
 - Industry issues
 - Services
 - Consulting
 - Customer Satisfaction
 - Product Enhancements
 - Increasing ROI

