NICE · inContact

CXone™

Analytics

Consolidated reporting and analytics
for your contact center

Turn insights into results

NICE inContact CXone Analytics our consolidated reporting and analytics solution, turns insights into results by making data relevant, easy to consume, and actionable to drive measurable improvements and understand the experience customers receive. Create a data-driven culture that fosters better decision making at all levels to achieve employee productivity, customer satisfaction, and other strategic business goals. Our solution combines historical and real-time information, is easily customized, and simplifies and secures access to data. This enables the delivery of information tailored to specific contact center roles (executive, manager, supervisor, business analyst, and agent) in a way that is both useful and easy to use.

- Create a data-driven culture in your contact center.

- Drive decisions with data.

- Gain insights from every interaction.

- Deliver actionable intelligence for everyone.

- Get meaningful results immediately.

- Transform one-on-one experiences in the contact center.

"Without real-time information you can't react quickly enough. NICE inContact real-time dashboards help us to keep our finger on the pulse of what's going on."   Ray Valentine, KM2

Create a data-driven culture in your contact center

CXone Interaction Analytics Pro

Analyze every interaction to get a complete view of operational trends and agent performance

Uncover what drives positive and negative business outcomes to continually improve performance

Increase customer retention by detecting dissatisfaction, even when customers don't tell you

Mitigate risk by ensuring that legal and compliance procedures are being followed

CXone Reporting

Get value out of the box with more than 50 pre-built reports covering typical contact center reporting requirements

Use custom reports to address unique business reporting needs with over 180 predefined metrics and fields

Provide external reporting systems direct access to summary and detail level data via a secure real-time connection
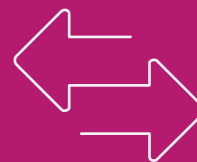
inView™ Performance Management for CXone

Create a culture of high performance and accountability with real-time visibility

Provide actionable information to all levels of your organization – from executives to agents

Inspire employees to self-improve performance and align their efforts with the organization's goals

Drive agent engagement and empowerment with gamification and collaboration

Drive decisions with **data**

Make data useful for everyone to create a data-driven culture – improving the speed and outcome of decisions.

- Understand and target the actual drivers of business outcomes, like customer satisfaction, to create real improvement that sticks

- Increase profitability and reduce misdirected expenditures by quantifying areas for potential savings or investment that happen most often or have the largest impact

- Ensure that you are using the most relevant data to help the entire organization make informed decisions

Gain **insights** from every interaction

Get information from your unstructured customer interactions that you can use to improve.

- Increase customer satisfaction by analyzing every interaction to get a complete view on where improvement is needed and what needs to be done

- Accelerate agent performance by identifying improvement opportunities personalized to individual agent needs

- Reduce compliance risk by detecting non-compliant actions quickly and resolve them proactively before issues escalate

Deliver actionable intelligence for everyone

Turn raw data into information that is relevant and easy to understand for all job levels, while maintaining appropriate security controls.

- Provide data to everyone that is relevant to their roles and clear to interpret

- Access data directly in real-time for use by business intelligence tools

- Point-and-click to customize and tailor reports to exactly fit your business needs

- Mitigate security risks while providing everyone the information they need

Get meaningful
results immediately

Standard reports and dashboards, common user security profiles, and integrated data sources from across NICE inContact CXone are ready to go from day one.

- Gain value out-of-the-box with pre-defined reports that are designed to provide typical contact center performance metrics, are visually optimized, and easy to share

- Lower administration costs by having users, security, and other tasks centralized in a common portal

- Eliminate the efforts of implementing and maintaining data connections to third-party ACDs and other systems

"The NICE inContact solution is an astronomical catalyst that will propel your contact center to a level of excellence you didn't think possible."

Angela Crozier, Michigan
Public Health Institute

Transforming One-on-One Experiences in the Contact Center

NICE inContact CXone, the world's #1 cloud customer experience platform, helps organizations be first in their industry by powering exceptional experiences for customers and employees. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence --all built on an Open Cloud Foundation. CXone helps organizations of all sizes be first and stay first, empowering your teams to move faster and work smarter. Be the first choice of customers, first to innovate, first choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.

NICE · inContact   **CX one**

OMNICHANNEL ROUTING
Connect Journeys Across Any Channel

ANALYTICS
Turn Insights Into Results

WORKFORCE OPTIMIZATION
Unlock Your Team's Potential

AUTOMATION & AI
Streamline Service Delivery

OPEN CLOUD FOUNDATION
Power Rapid Innovation

About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's No. 1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: www.NICEinContact.com

75 West Towne Ridge Parkway, Tower 1, Salt Lake City, UT 84070

tele | 866-965-7227   intl | +44 (0) 207.002.3000   email | info@NICEinContact.com