NICE inContact CXone
Automatic Contact Distributor
Intelligently route digital and voice interactions to the right agent

CXone Automatic Contact Distributor (ACD) is a skills-based omnichannel routing engine that intelligently routes digital and voice interactions to the right agents. Automated call distribution software provides a universal queue for 30+ digital channels, as well as voice, self-service, artificial intelligence (AI) and chatbot interactions. A consolidated omnichannel agent interface provides agents with customer context, and a visual, drag-and-drop Studio facilitates designing contact flows regardless of channel.
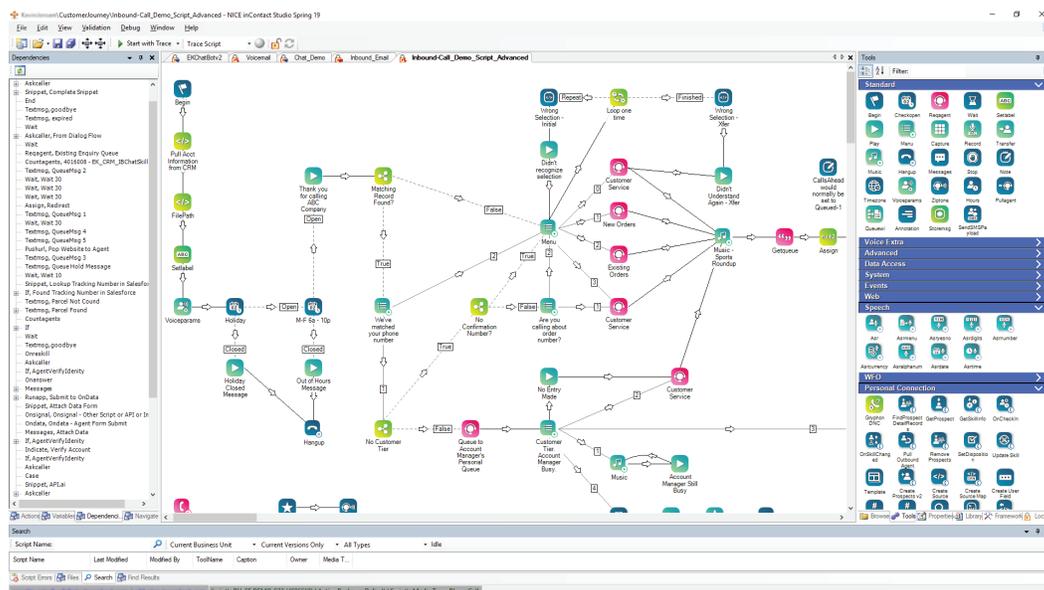
Intelligent, Data-driven Routing for Digital and Voice Interactions

CXone Automatic Contact Distributor helps you to increase customer satisfaction by enabling your agents to personalize digital and voice interactions and reducing agent effort. You now can empower all agents to engage in smart digital conversations, meeting your customers where they are looking for you – across dozens of digital messaging channels or traditional voice, email and chat. Skills and proficiency levels, AI-powered behavioral profiles and analytics-based routing using Natural Language Processing (NLP) enable you to further optimize quickly finding the best agent match to handle any interaction.

Seamlessly integrated self-service options including AI bots and Voice Portal (IVR) functionality increase productivity, and enable bots to take on routine interactions, so that your agents can focus on higher value, more complex interactions. CXone Automatic Contact Distributor together with the Studio contact flow design tool accelerate changes to digital, voice and AI routing flows – you can make changes in minutes or hours, not weeks or even months.

BENEFITS

- Increase customer satisfaction with personalized digital and voice interactions
- Empower agents to engage in smart digital conversations across 30+ channels
- Optimize best agent match with skills and AI-powered behavioral profiles
- Increase productivity by automating routine interactions with self-service
- Make changes to omnichannel routing flows in minutes, not weeks

Digital and voice routing flows in Studio

Personalize the Customer Experience

CXone Omnichannel Automatic Contact Distribution (ACD) ensures that customer records are available for data-driven routing and to personalize interactions throughout the customer journey. You can collect customer data in the front-end using an integrated chat bot and Artificial Intelligence, as well as a seamlessly integrated voice portal (IVR) including Speech Recognition (ASR) and Text-to-Speech (TTS) functionality. The seamless integration makes it easy to pass data back and forth between a chat bot, an IVR, a CRM or customer database and the ACD. This makes creating intelligent, data-driven routing and self-service flows so much easier. Advanced computer telephony integration (CTI) and CRM integrations also help you to provide your agents with the information and customer data they need to personalize interactions regardless of channel.

Empower Agents to Delight Customers

CXone ACD routes any contact, regardless of channel to the MAX – My Agent eXperience agent interface for handling. MAX is a consolidated interface that enables your agents to handle digital and voice interactions in one unified interface. Access to customer data, sentiment and interaction history makes personalizing contact handling easier for your agents. At the same time, you can increase agent productivity by routing multiple digital contacts to an agent for concurrent handling. And because agents have anytime access to real-time queue information, they can better self-manage and ensure they stay on top of things.

Connect Customers to the Right Agent

The CXone intelligent routing engine matches customer requests based on skills, natural language analytics, and AI-powered behavioral profiles. It consolidates routing across inbound and outbound, digital and voice, agent assisted and self-service channels. The ACD ensures every interaction is routed to the best available agent in the least amount of time. You can use customer data and sentiment, predictive behavioral routing, advanced skills-based and data-directed omnichannel routing with a universal queue for inbound and outbound voice as well as digital channels. Cases, paper mail or even fax can be routed using the Work Item channel, if needed.

Empower Business Users

With CXone ACD, business users do not need programming skills to adjust routing flows. Predefined actions in the intuitive Studio workflow design tool streamline building and updating routing flows regardless of channel. And business users can easily override routing strategies in their administration interface with just a mouse click when emergencies or other unexpected situations occur.

Put your contact center on "auto-pilot" with Workforce Intelligence, a tool that allows creating rules that automatically trigger corrective action when configurable thresholds based on real-time statistics such as Service Level or Average Wait Time are broken.

Workforce Intelligence automatically ensures service level