

## NICE CXone

# Reporting and Business Intelligence

Guide smarter, more informed decisions

NICE CXone Reporting and Business Intelligence provides data exploration and visual analytics with intuitive reports and dashboards that provide the full operational picture of your contact center. CXone addresses all your business needs on an open platform, with raw enriched data reports for tracking activities and interactive native business intelligence to address specific business challenges in one centralized location. With in-grid insights, thresholds and alerts, embedded interaction and results sharing and the ability to append business data from external sources, you have all the information to enable informed decisions and immediate action.

## Get quick and easy access to information

Building reports can be a time-consuming task that requires special expertise, but not with CXone Reporting and Business Intelligence. Pre-built reports give you instant access to information and immediate value, and it's easy to create custom reports to satisfy your unique business requirements. Sharing information is simple and safe with the ability to securely send information and control access.

- Choose from more than 100 pre-built reports, available out of the box, to gain quick access to information on agents, outbound campaigns, customer contacts, IVR, skills, service levels, interaction analytics, recording enlighten behavioral routing and more.
- Create custom reports easily by selecting from over 250 out-of-the box metrics.
- For a deeper analysis use the drilling and filtering capabilities of our business intelligence infrastructure across CXone applications.

## Take swift action

Many contact centers struggle with issues unnecessarily escalating out of control, because they aren't aware of them until it's too late. CXone Reporting and Business Intelligence real-time dashboards provides relevant information across a wide range of contact center roles so you always know when action is needed.

- Track key metrics such as agent status, service level, skill performance, and customer contacts with pre-configured, real-time widgets.
- Combine real-time and historical information to understand when something out of the norm is happening.
- Get the answers to specific business challenges through interactive drill downs using business intelligence.

## BENEFITS

- Get actionable information out of your investment on Day 1.
- Easily create custom reports to fulfill your company's unique requirements.
- Create a real-time early warning system so you know when action is needed.
- Use your existing reporting expertise to address advanced reporting needs.
- Maximize the value of your contact center data by augmenting it with information from other systems.

## KEY FEATURES

### Pre-defined Reports

- Run visually stunning, reports optimized for visual presentation, printing, and sharing.
- Easily analyze reports using a blend of graphics for quick performance comparisons and table views for detail data.
- Advanced data exploration with interactive drill-down capabilities

### Custom Reporting

- Create and share a virtually unlimited number of report templates.
- Point-and-click to choose from available statistics and to apply filters.
- Select from different output file formats.
- Schedule reports to run at defined intervals and distribute via email or secure FTP.

### Direct Data Access

- Get direct access to summary and contact detail data through a secure connection into your business unit data model.
- Create, save, and distribute an unlimited number of historical reports.
- Use Microsoft Excel to tailor reports to your business needs.
- Ensure access to the most recent data with intraday and historical reporting with automatic data roll-ups.

## Tell your unique story

It's no longer difficult to pull data from external systems for use by reporting experts and business intelligence systems. With CXone Reporting you can automate and streamline the secure flow of CXone data to these systems, which increases its value and transforms it into a company-wide asset.

- Get the most recent information with Direct Data Access.
- Access for intraday and historical reporting and hourly data roll-ups.
- Extract data and store it in a data warehouse to be accessed by in-house tools.
- Utilize reporting APIs for programmatic access to data.

## About NICE

With NICE, it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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