

CXone CUSTOMER ANALYTICS

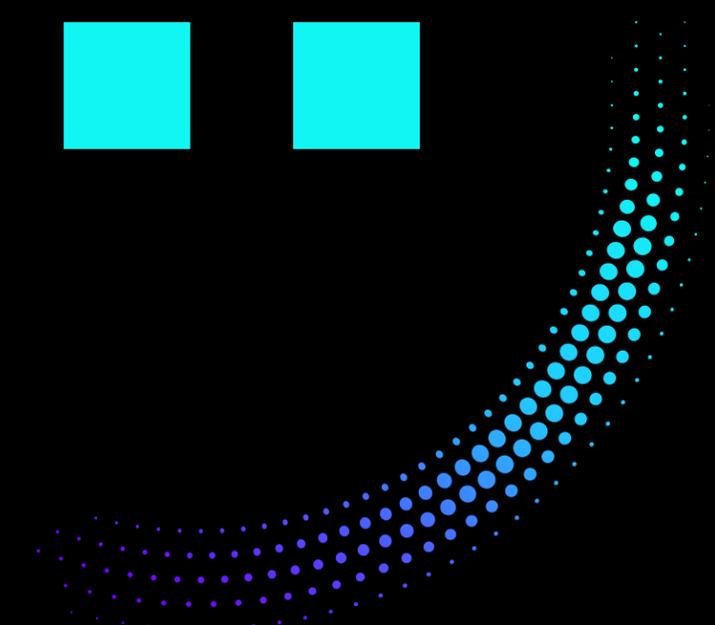
Your contact center.

Your insights. Your way.

Make experiences *flow*

About NICE

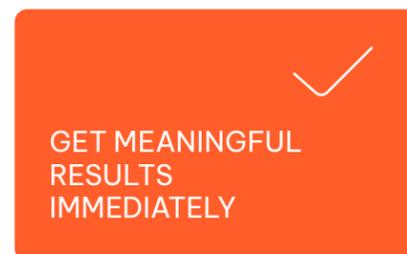
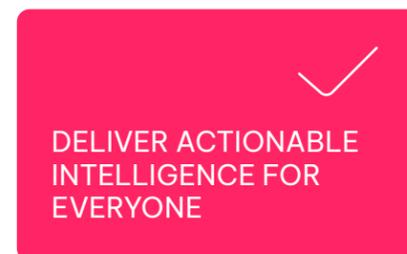
With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service 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.



TURN INSIGHTS INTO RESULTS

Create a data-driven culture where every employee can make better decisions, fast. With consolidated reporting and analytics from NICE CXone Customer Analytics, you can turn insights into results with data that is relevant, easy to consume, and actionable. And with insight at your fingertips, your options are limitless—you have the information you need to grow productivity, improve customer satisfaction, and transform your business.

Now you can drive measurable improvements and deeply understand the customer experience while taking advantage of historical and real-time information, easy customization, and simple and secure access to data. You can even tailor information based on your contact center roles (executive, manager, supervisor, business analyst, and agent) making CXone Customer Analytics both useful and easy to use.



“ Without real-time information you can't react quickly enough. NICE CXone real-time dashboards help us to keep our finger on the pulse of what's going on.

Ray Valentine
KM2

TURN GUESS WORK INTO PRECISE WORK IN YOUR CONTACT CENTER

CXone Interaction Analytics



Analyze every interaction to understand operational trends and agent performance

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

Detect dissatisfaction, even when customers don't tell you

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

Reporting and Business Intelligence



Monitor key KPIs across all stakeholders with intuitive role-based dashboards

Proactively identify issues in real-time using advanced visualizations with interactive drill down

Make operational and performance improvements driven by fact-based decisions

Align data with business objectives across departments with an open, centralized source for easy access to data

CXone Feedback Management



Unlock detailed customer insights to identify opportunities to improve

Get better results, faster with best practices solutions built in

Get a full view of the customer journey, going beyond just the call center

Help agents see the total impact of their work with unfiltered feedback

DRIVE DECISIONS WITH DATA

Improve the speed and outcome of decisions.

- Tackle the actual drivers of business outcomes, like customer satisfaction, to create lasting improvements
- Increase profitability by focusing on the best areas to save or spend for bigger impact
- Make sure everyone uses the most relevant data to make smarter decisions

GAIN INSIGHTS FROM EVERY INTERACTION

Use insights from unstructured customer interactions.

- Analyze every interaction to know where—and how—to improve
- Boost agent performance by identifying improvement opportunities for individual agents
- Detect and resolve non-compliant actions quickly – before issues escalate

TURN RAW DATA INTO LASTING IMPACT

Make data relevant and easy to understand, and keep it all secure.

- Provide relevant, clear to interpret data that is specific to each role
- Access data directly in real-time and communicate across the organization with dynamic dashboards and reports
- Tailor reports and dashboards based on your exact needs with point-and-click customization
- Keep security risks low 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 CXone are ready when you are.

- Gain value out-of-the-box with pre-defined reports and dashboards designed to provide and share the contact center performance metrics you need, with great visuals
- Lower administration costs with users, security, and other tasks centralized in a common portal
- Say goodbye to implementing and maintaining data connections to third-party ACDs and other systems

“ The NICE CXone 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



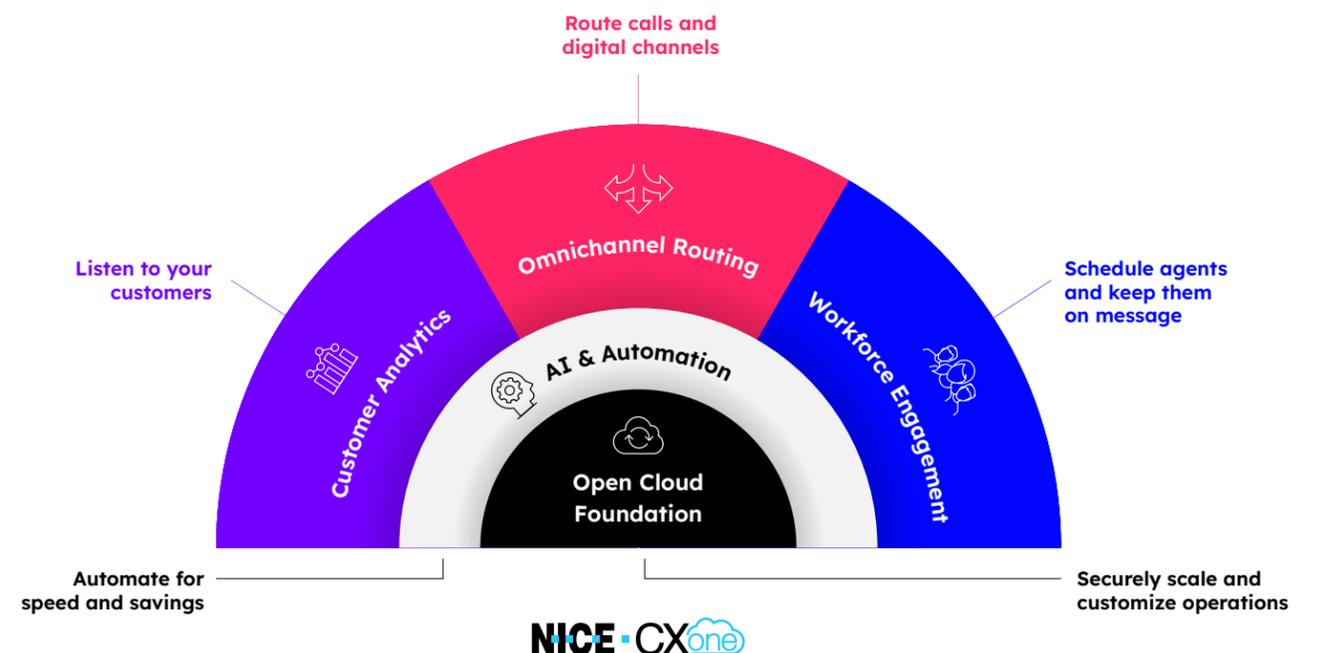
EVERY GREAT EXPERIENCE STARTS IN YOUR CONTACT CENTER



Be first and stay first in your industry with NICE CXone, the world's #1 cloud customer experience platform.

Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class Customer Analytics, Omnichannel Routing, Workforce Engagement, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. With CXone, moving faster and working smarter becomes your first advantage.

Only CXone delivers one unified experience, on one cloud native platform, along one proven path—all from one leader.



one experience | one cloud | one destination | one step ahead