NICE inContact CXone
Interaction Analytics Pro
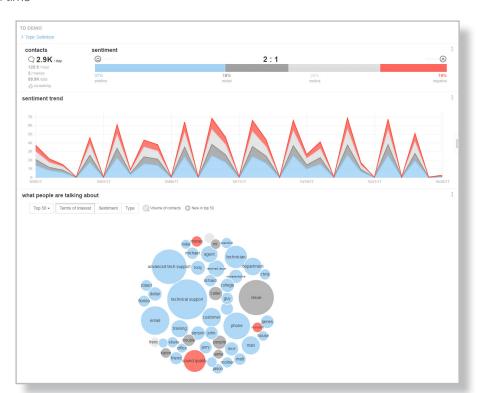## Gain actionable insights
from your customer interactions

NICE inContact CXone Interaction Analytics Pro gives you actionable insights from every customer interaction to guide high-impact initiatives for measurable improvement in customer experience and agent performance. Analyze voice and text interactions within a single, integrated application fully unified with CXone administration and user management capabilities.

Improve your customers' omnichannel experiences

You might suspect that your customers' experiences vary greatly depending on the contact channel, agent, time of day, and other factors, but it can be difficult to track this information fully and consistently. With CXone Interaction Analytics Pro, you can analyze every interaction to understand what transpired, identify outcomes, and evaluate your customers' experiences across all channels.

- Analyze 100% of customer voice and text, including text interactions from external systems, to get the full picture
- Track satisfaction and discussion topic trends across and within customer contact channels.
- Pinpoint dissatisfied customers based on their sentiment and the topics of discussion
- Enable proactive problem resolution by identifying dissatisfied customer interactions in near real time

BENEFITS

- Understand customers' omnichannel experiences by quantitatively tracking trends and satisfaction
- Target drivers of strategic business outcomes, like first-contact resolution, to create high-impact improvements
- Identify each agent's positive and negative behaviors to make coaching more effective
- Reduce compliance risk by analyzing every interaction for potential issues
- Focus agents on listening to and helping customers rather than just following policies and procedures

See at-a-glance discussion topics and quickly determine which ones warrant further investigation.

Increase improvement velocity and success

Many contact centers are disappointed when their improvement efforts seem to fall short or take forever to get results. CXone Interaction Analytics Pro helps you pinpoint where the best opportunities for improvement exist across all channels and help you understand in detail what needs to change.

- Categorize interactions based on discussion topics and expressed sentiment to determine where issues are occurring most often and their causes
- Analyze voice and text channels, including text interactions from external systems, to identify cross-channel dependencies or issues

Manage compliance proactively

It's crucial to understand quickly when and where you're out of compliance before damage is done. CXone Interaction Analytics Pro examines all of your recorded interactions to detect when non-compliance actions occur. You'll know about potential issues in near real time so you can resolve them proactively before problems escalate.

- Identify when and where agents are out of compliance by detecting the occurrence or absence of key phrases
- Make proactive corrections to mitigate compliance risk now and in the future

Coach and train more effectively

Agents perform best when training is tailored to their needs, but it can be challenging to determine which topics are appropriate for each individual. With CXone Interaction Analytics Pro, you can identify specific coaching topics and training needs for every agent based on their interactions with customers.

- Pinpoint interactions where agents did well or had difficulties for recognition or assistance
- Review agent interactions based on agent-specific catagories and sentiment to identify individual training or knowledge gaps for remedial action

Make quality management a strategic asset

Randomly selecting interactions for evaluation can be haphazard, because it's impossible to target strategic improvement initiatives. With CXone Interaction Analytics Pro, you can target interactions to evaluate based on their topic and outcomes, rather than selecting randomly. Your quality team can help agents focus more on taking care of customers than simply following processes and procedures.

- Align your quality team's results with strategic objectives by evaluating interactions based on business value
- Increase your quality team's productivity by significantly reducing the time spent searching for interactions to evaluate

KEY FEATURES

- Analysis of both voice and text interactions
- Results updated throughout the day as interactions are analyzed
- Search interactions for any word or phrase used by customers or agents
- Filter results by contact type, date/time, duration, and other metadata fields
- 100% call transcription of voice interactions
- Replay directly from the CXone Interaction Analytics Pro user interface
- Sentiment analysis reveals perceptions of both customers and agents
- Automatic categorization of interactions identifies common themes

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