

NICE inContact CXone Feedback Management

Omnichannel customer surveys with world class analytics and benchmarking

NICE inContact CXone Feedback Management provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities to drive actionable insights with minimal effort. Gain detailed feedback from customers to enable the business to improve performance through specific and quantified interaction details for better coaching and to recognize agents.

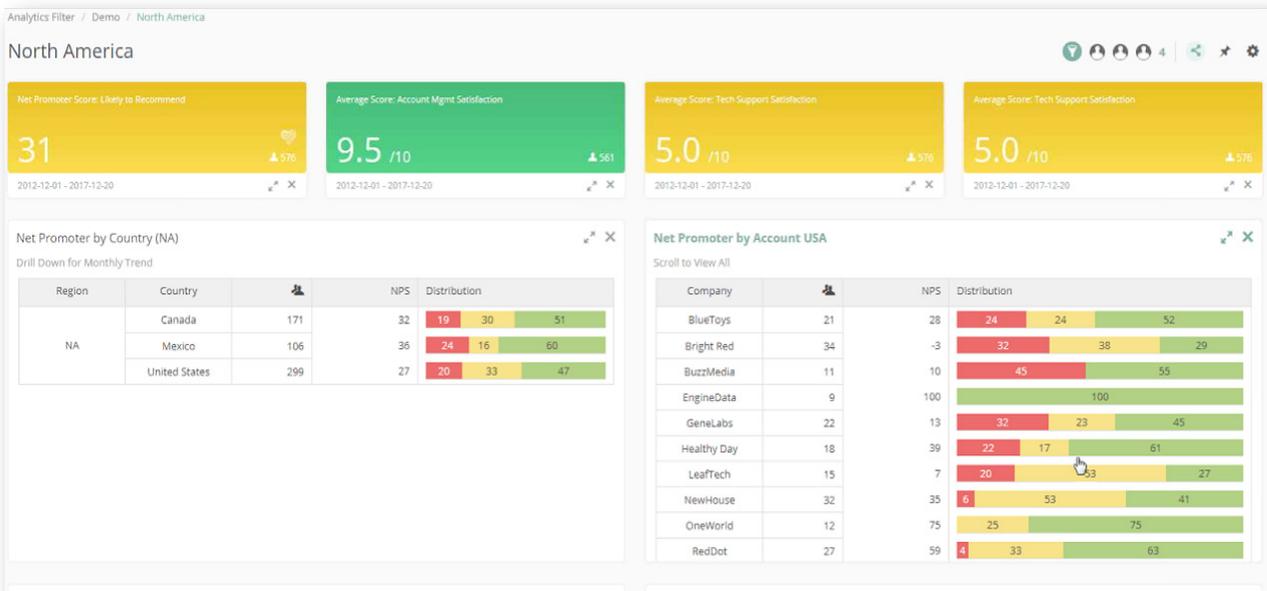
Obtain detailed insights from the Customer Experience

Gain a comprehensive understanding of the customer experience to clearly identify strengths and opportunities with omnichannel customer surveys.

- Capture valuable customer data and use it to improve customer experience, satisfaction, and retention metrics
- Recognize and reward agents who receive positive customer feedback
- Increase response rates by providing surveys to customers in their preferred channel

BENEFITS

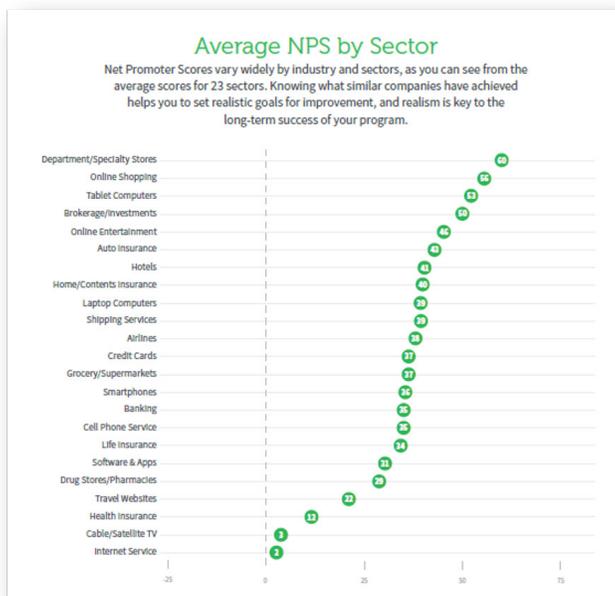
- Gather unbiased feedback from customers on the communication channel of your choice; email, IVR, SMS/text
- Stay up to date on the latest industry trends with peer benchmarking
- Eliminate misinterpretation by funneling feedback straight from the customer to the agent
- Proactively identify positive and negative patterns in agent behaviors
- Review NPS performance for your entire industry



Access industry benchmarking capabilities

With unlimited, easy-to-access Net Promoter Score benchmarking data you'll always understand where you stand compared to your industry peers.

- Gain access to benchmark data at no additional cost
- Compare CSAT performance to industry peers with direct access to global NPS data
- Visualize data effortlessly with our interactive survey results dashboard



Amplify coaching efforts

Easily craft detailed coaching plans based on completed survey data specific to an individual agent or a group of agents.

- Increase agent engagement and reduce turnover by providing unbiased feedback from customers directly to agents
- Empower agents to self-coach and identify opportunities for improvement
- Encourage agents to take ownership and pride in their work



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 #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

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