

# NICE inContact CXone Omnichannel Analytics

Gain actionable insights  
 from your customer interactions

NICE inContact CXone Omnichannel Analytics provides actionable insights from every customer interaction to guide high-impact initiatives for measurable improvement in customer experience and agent performance. Analyze all of your voice and text-based interactions within a single, integrated application that is fully unified with NICE inContact CXone. Analytic insights can improve every customers' experience, increase the velocity and success of improvement initiatives, help supervisors coach more effectively, enable proactive compliance efforts, and turn quality programs into strategic assets. CXone Omnichannel Analytics provides quick returns and is easy to deploy and maintain.

## CXone Omnichannel Analytics Best Practice Consultation

Engage with a Product Expert from NICE inContact for a 3-hour web conference consultation to get the most from your CXone Omnichannel Analytics deployment channels.

- Use case review — NICE inContact CXone Omnichannel Analytics can be used to meet a wide range of goals and objectives. Learn new ways of getting to the right data to satisfy your specific use cases.
- Topic structuring — Ensure that your analytics topics align with your stated use cases and that they are structured for best use by all of your analysts.
- Dashboard streamlining — Let our experts share their tips and tricks for setting up your dashboards for the most efficient user experience.

## CXone Omnichannel Analytics Optimization and Customization

Have a NICE inContact Product Expert come on-site for a whole day engagement to truly tune up your Analytics implementation and enable you to interact with your contact data like never before.

- Use case deep dive — In order to maximize the optimization and customization effort, our expert will work side by side with you and your analysts to intimately understand exactly what you wish to accomplish and identify the gaps which need to be overcome.
- Company Profile update — We will adjust the Company Profile settings to align with your use cases, and discover and add new variants and Transcription Corrections to accommodate for how the system understands the natural speech patterns of your clients and agents.
- Categorization customization — Categorization is perhaps the most underused, but also potentially the most powerful feature of CXone Omnichannel Analytics. The Expert consultant will select the best category set for each topic and create significant and meaningful additions to the category sets, then optimize your dashboards and teach you how to take full advantage of category sets' powerful utility.
- Individualized training — Web conference or eLearning training can be less effective and result in reduced retention. Learn directly from one of our top product experts.

## BENEFITS

- Understand customers' true 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

## 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](http://www.NICEinContact.com)

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