

# 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.

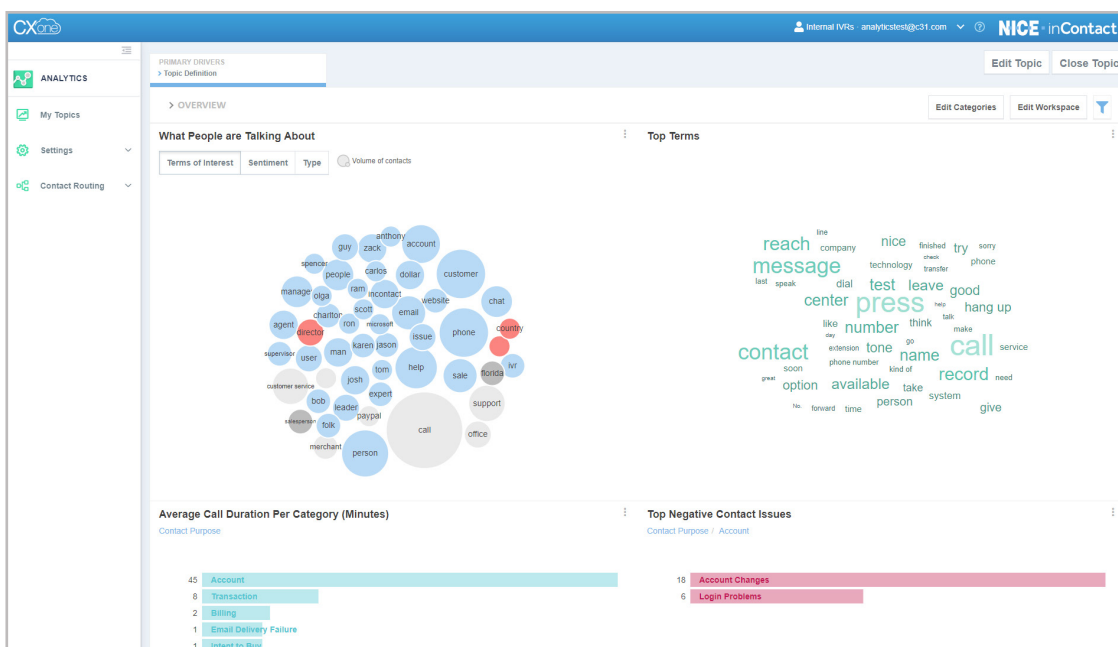
## Improve your customers' omnichannel experiences

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 agents' positive and negative behaviors to drive training initiatives
- 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



Interactive, visual work spaces let you see at a glance what people are talking about.

**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

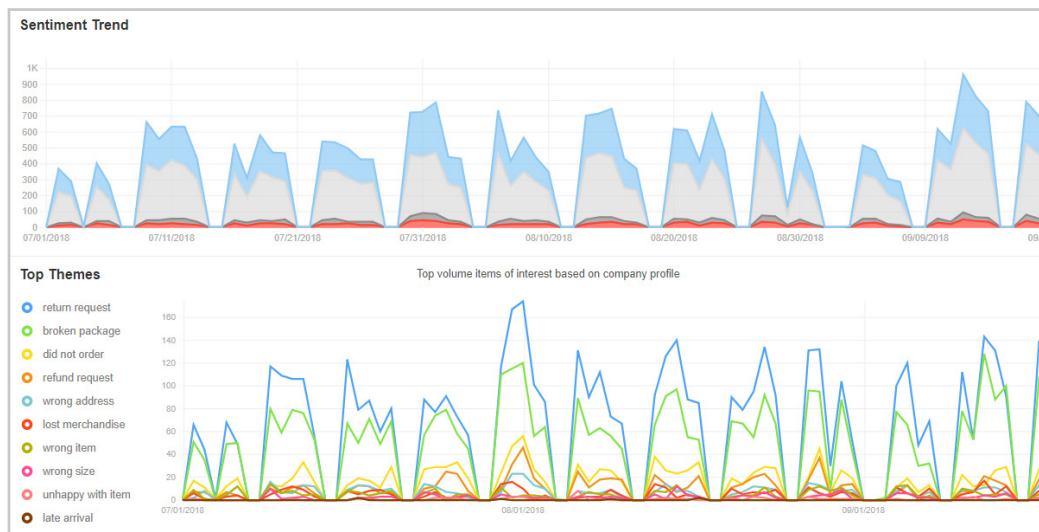
**Train more effectively**

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

- Identify the top trends in agent training needs to maximize training effectiveness
- Review agent interactions based on agent-specific categories and sentiment to identify training or knowledge gaps

**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, both overall and at the end of an interaction, reveals perceptions of both customers and agents, both overall and at the end of an interaction
- Automatic categorization of interactions identifies common themes



Easily detect and explore trends in sentiment and discussion topics.

**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)

75 West Towne Ridge Parkway, Tower 1, Salt Lake City, UT 84070

tele | 866-965-7227\_intl | +44 (0) 207.002.3000 email | [info@NICEinContact.com](mailto:info@NICEinContact.com) web | [www.NICEinContact.com](http://www.NICEinContact.com)