



Omnichannel Routing

Connect customer journeys
across any channel

Seamlessly connect Customers to the right agent across any channel

NICE inContact CXone Omnichannel Routing is a contact routing and interaction management suite that empowers your agents to positively and productively interact with customers in any channel. Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by implementing routing and interactive voice response changes in hours, not days or months. CXone Omnichannel Routing presents consolidated, easy-to-use interfaces for agents, supervisors and administrators. It seamlessly integrates with leading CRM solutions and is often deployed in a matter of days. NICE inContact is the only cloud contact center vendor recognized as a market leader by Gartner, Frost & Sullivan, Ovum, IDC and DMG.

Skills-based
Omnichannel Routing
and Universal Queue for

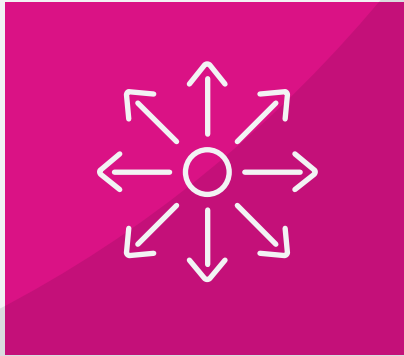
- Inbound voice
- Outbound voice
- IVR / Voice Portal
- Email
- Chat
- Text / SMS
- Social Media
- Extensible Work Items

“It’s all in one place.
It’s not multiple applications.
One place to go to do what
you need to do for the call.”

Max Schloemer,
Mitchell International

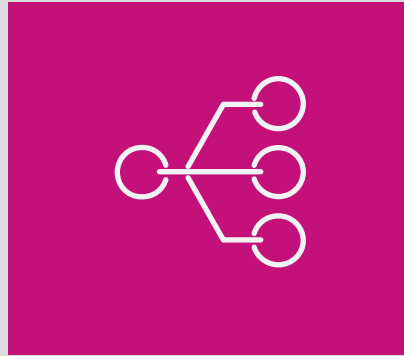
NICE inContact

CXone Omnichannel Routing Modules



CXone
Automatic Contact
Distributor

Voice, Email, Chat, SMS and
Work Items



CXone
Interactive Voice
Response

Seamlessly integrated
Voice Portal / IVR



CXone
Personal
Connection

Blended Inbound / Outbound

Optimize the customer experience across all channels

CXone Omnichannel Routing lets your customers choose how they communicate with you, by quickly routing interactions to the right agent with the right skillset in the right channel. Easily connect customer data with your contact center by using our out-of-the-box CRM integrations. By connecting information in your automatic contact distributor with data in your CRM, your agents are equipped to handle large contact volumes quickly and efficiently, while personalizing each interaction to increase customer satisfaction.

Increase agent productivity and customer satisfaction

Omnichannel Session Handling increases agent productivity by enabling agents to handle multiple customer interactions concurrently. It also allows agents to “elevate” customer interactions to omnichannel customer sessions by adding one or more outbound channels to an existing contact. This not only increases customer satisfaction with higher first contact resolution rates, but also gives agents more tools empowering them to provide an effortless customer experience.

Deliver a Superior Experience in your customers' preferred channel

Ensure that customers receive personalized customer service in their preferred channel – when and where they need it.

- Increase customer satisfaction through higher First Contact Resolution (FCR) rates
- Reduce effort and frustration, as well as Average Handle Time (AHT) by ensuring each customer is connected to the best qualified agent enabled to provide personalized service
- Increase revenue through streamlined, targeted and personalized customer support with a higher Customer Lifetime Value (CLV) and lower cost per interaction
- Lower abandon rates through optimized routing, reduced time in queue and callback options in case of higher than expected call volumes
- Outpace the competition by quickly adding new channels to support changing customer expectations



Transform your contact center into a profit center

Seamlessly blend inbound and outbound omnichannel interactions, increase agent utilization and enable active outreach to your customers.

- Increase customer satisfaction through improved customer service with proactive outreach
- Dramatically improve agent productivity and list penetration
- Reach higher connect rates with our “no pause” dialer
- Increase collection rates
- Grow revenue through active outreach with cross-sell and upsell opportunities
- Maximize agent efficiency and minimize abandons through our patented pacing algorithm



Gain Business Speed and flexibility

Quickly deploy agents anytime, anywhere for maximum operational flexibility and implement contact routing and IVR changes in hours, not days or months.

- Your contact center supports the flexibility your business requires
- Implement changes in hours, not days or months
- Enable business users with limited technical expertise to adjust routing functionality when needed
- Reduce time to deploy new contact center channels and routing rules
- Save time with quick and easy resource configuration and maintenance to avoid duplicate configuration
- Streamline design and maintenance of routing flows for all supported channels, including voice self-service, in one visual, user-friendly drag-and-drop interface, Studio
- Implement changes, then simulate flows prior to going to production to ensure complete and correct routing
- Set up agents anytime, anywhere: in the contact center, at a branch location or working from the home office
- Empower your users with optimized interfaces for agents, supervisors and administrators

Improve agent job satisfaction and performance

My Agent eXperience (MAX) is your agent's new best friend – MAX helps personalizing and streamlining customer interactions across virtually any channel, and is a user-friendly, context-sensitive interface

- Boost customer satisfaction by allowing agents to customize each interaction, regardless of channel, with customer context at their fingertips
- Enable agents to focus on the customer, not on the tool, while personalizing interactions with customer data and interaction history from CRM or other sources
- Improve agent productivity and performance by enabling them to concurrently handle multiple digital interactions, in addition to a voice call, and increases agent satisfaction by supplying all the tools they need, in one place
- Allow supervisors to monitor, (whisper) coach, barge and takeover calls when needed, using the Supervisor interface
- Increase first contact resolution by empowering agents to elevate a single customer contact to an omnichannel session

“NICE inContact does a good job of empowering its customers to make the changes they need. Once you know the platform, the sky is the limit.”

Justin Borah, TechStyle

Transforming One-on-One Experiences in the Contact Center

NICE inContact CXone, the world's #1 cloud customer experience platform, helps organizations be first in their industry by powering exceptional experiences for customers and employees. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence --all built on an Open Cloud Foundation. CXone helps organizations of all sizes be first and stay first, empowering your teams to move faster and work smarter. Be the first choice of customers, first to innovate, first choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.



NICE inContact CXone™



OMNICHANNEL ROUTING

Connect Journeys Across Any Channel



ANALYTICS

Turn Insights Into Results



WORKFORCE OPTIMIZATION

Unlock Your Team's Potential



AUTOMATION & AI

Streamline Service Delivery



OPEN CLOUD FOUNDATION

Power Rapid Innovation



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 No. 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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