

NICE inContact CXone Interaction Analytics Pro

Gain actionable insights
from your customer interactions

NICE InContact CXone Interaction Analytics Pro is an AI powered omnichannel reporting and analytics tool that Identifies root cause and trends across 100% of customer interactions and delivers insights through the full customer journey to guide measurable improvements to increase customer satisfaction, detect risk and compliance issues and identify training opportunities to improve operational efficiency.

Interaction Analytics Pro identifies sentiment to find trouble areas and detects emotions as a predictor of NPS and performance measurement, all in a single, unified view, and without the help of a data scientist. It empowers agents and enables all business users to uncover insights that impact customer experience.

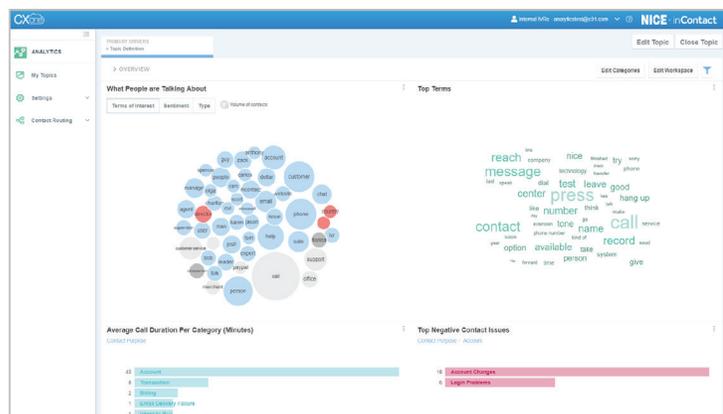
Improve your customers' omnichannel experiences

You might suspect that your customers' experiences vary greatly depending on the contact channel, agent, time of day, and other factors, but tracking this information fully and consistently can be difficult. 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 your customer interactions to get the full picture from a unified CXone view and third-party API applications
- Categorize interactions based on discussion topics, frustration detection and expressed sentiment makes it easy to see where issues are occurring and what causes them
- Detect and resolve issues driving down first contact resolution rates through simple analytic tracking strategies
- Flexibility of usage allows business users across the organization to login and create dashboards and category sets for different business purposes without having a data analyst background

BENEFITS

- Enhance your customers' omnichannel experiences by detecting emotion and analyzing trends as drivers of satisfaction (and dissatisfaction) across all contact channels
- 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
- Increase the value of your sentiment data and analysis by excluding boilerplate content and words or phrases that are irrelevant to your industry or interaction type



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

Systematically target business KPI business improvements

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.

- Resolve and address issues before they escalate by automatically detecting potential risk and compliance problems
- Identify when and where agents are out of compliance by detecting every occurrence through speech and text analytics
- Make proactive corrections to mitigate compliance risk now and in the future

Train more effectively

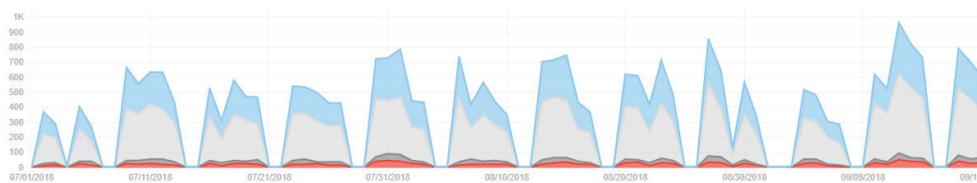
Agents perform best when training is tailored to their needs, but it can be challenging to determine which topics are the best to focus on. With CXone Interaction Analytics Pro, you can identify specific training needs and topics based on agent interactions with customers.

- 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

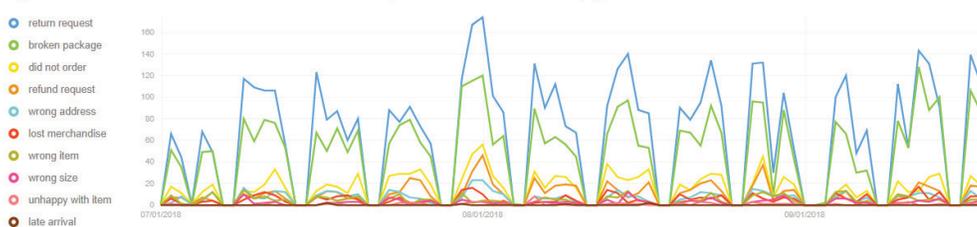
KEY FEATURES

- Analysis of all voice and text interactions
- Decide which data to analyze by creating "Topics" to view insights from specific kinds of contacts 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
- Understand sentiment and frustration insights related to channels, teams, agents skills and products
- Automatically categorize interaction data, or create custom categories to identify common themes

Sentiment Trend



Top 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

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