

NICE inContact CXone Reporting & Dashboards

Guide smarter, more informed decisions



NICE inContact CXone Reporting and Dashboards guide smarter, more informed decisions with fully integrated, real-time and historical insights on key business metrics and trends. Get immediate value from out of the box reports and ready access to the full range of data elements, to track call center reporting metrics such as agent status, service level and skill performance. Share actionable information throughout your business with ease and security, including external business intelligence systems, so you always know when action is needed. Choose from over 90 pre-built reports or create your own to maximize the value of your call center metrics.

Get quick and easy access to information

Building reports can be a time-consuming task that requires special expertise, but not with CXone Reporting. Pre-built reports give you instant access to information and immediate value, and it's easy to create custom reports to satisfy your unique business requirements. Sharing information is simple and safe with the ability to securely send information and control access.

- Choose from more than 90 pre-built reports, available out of the box, to gain quick access to information on agents, outbound campaigns, customer contacts, IVR, skills, service levels, and more.
- Create custom reports easily by selecting from over 250 out-of-the box metrics.
- Comprehensive filter settings ensure relevant information for everyone, from agents to executives.

BENEFITS

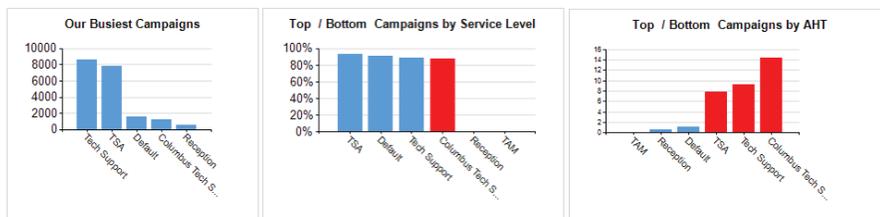
- Get actionable information out of your investment on Day 1.
- Easily create custom reports to fulfill your company's unique requirements.
- Create a real-time early warning system so you know when action is needed.
- Use your existing reporting expertise to address advanced reporting needs.
- Maximize the value of your contact center data by augmenting it with information from other systems.

Campaign Performance

Technical Success, BU # 24

Filters:

Campaign = Tech Support AND Default AND Reception AND TSA AND Columbus Tech Support AND TAM



Campaign Name	Incoming	Outbound	Agent Offered	Handled	AHT	Abandons	Avg. InQueue Time	% Abandons	Avg. Abandon Time	Service Level
Columbus Tech Support	843	827	548	1270	00:14:22	34	00:01:56	5.95%	00:02:58	87.92%
Default	6892	481	1285	1606	00:01:07	82	00:00:12	6.19%	00:00:44	90.57%
Reception	0	660	0	588	00:00:30	0	00:00:00	0%	00:00:00	0%
TAM	2925	4384	0	0	00:00:00	0	00:00:00	0%	00:00:00	0%
Tech Support	26	7221	2418	8603	00:09:14	140	00:01:48	5.57%	00:08:25	88.42%
TSA	4699	1373	3317	7808	00:07:49	114	00:00:41	1.68%	00:05:53	93.57%

Pre-built reports deliver value out of the box.

Take swift action

Many contact centers struggle with issues unnecessarily escalating out of control, because they aren't aware of them until it's too late. CXone Reporting real-time dashboards give you instant, relevant information across a wide range of contact center roles so you always know when action is needed.

- Track key metrics such as agent status, service level, skill performance, and customer contacts with pre-configured, real-time widgets.
- Combine real-time and historical information to understand when something out of the norm is happening.

Tell your unique story

It's no longer difficult to pull data from external systems for use by reporting experts and business intelligence systems. With CXone Reporting you can automate and streamline the secure flow of CXone data to these systems, which increases its value and transforms it into a company-wide asset.

- Get the most recent information with Direct Data Access.
- Access for intraday and historical reporting and hourly data roll-ups.
- Extract data and store it in a data warehouse to be accessed by in-house tools.
- Utilize reporting APIs for programmatic access to data.

KEY FEATURES

Pre-defined Reports

- Run visually stunning, pixel perfect reports optimized for visual presentation, printing, and sharing.
- Easily analyze reports using a blend of graphics for quick performance comparisons and table views for detail data.

Custom Reporting

- Create and share a virtually unlimited number of report templates.
- Point-and-click to choose from available statistics and to apply filters.
- Select from different output file formats.
- Schedule reports to run at defined intervals, and distribute via email or secure FTP.

Direct Data Access

- Get direct access to summary and contact detail data through a secure connection into your business unit data model.
- Create, save, and distribute an unlimited number of historical reports.
- Use Microsoft Excel to tailor reports to your business needs.
- Ensure access to the most recent data with intraday and historical reporting with automatic data roll-ups.

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.

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