NICE · inContact

Built to fit your growing business
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. Analyse voice and text interactions within a single, integrated application fully unified with CXone administration and user management capabilities.

Improve your customers' omnichannel experiences and push your business forward

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 analyse every interaction to understand what transpired, identify outcomes and evaluate your customers' experiences across all channels.

- Analyse 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

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

CXone is the all-in-one cloud contact centre platform—literally the last one you'll ever need—from NICE inContact, the recognised industry leader in small contact centre solutions. Now you can add powerful new technology that works seamlessly with your contact centre at every stage of business growth—without expensive capital investment or intensive IT demands. For small businesses with big plans, CXone is the one to grow with.

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 analysing every interaction for potential issues

Focus agents on listening to and helping customers rather than just following policies and procedures

Increase improvement velocity and grow your revenue faster

Many contact centres 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.

- Categorise interactions based on discussion topics and expressed sentiment to determine where issues are occurring most often and their causes
- Analyse 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.
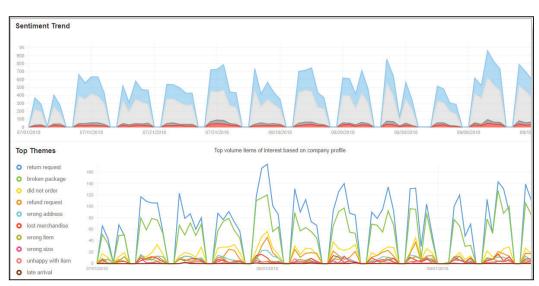
You'll know about potential issues in near real time so you can resolve them proactively before problems escalate.

- 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 to turn trends into customer loyalty

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 maximise training effectiveness
- Review agent interactions based on agent-specific categories and sentiment to identify training or knowledge gaps

Easily detect and explore trends in sentiment and discussion topics.

- Analysis of both voice and text interactions
- Results updated throughout the day as interactions are analysed
- 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 categorisation of interactions identifies common themes

About NICE inContact

NICE inContact works with organisations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel. uk.niceincontact.com

For more information, visit: uk.niceincontact.com/smb

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