

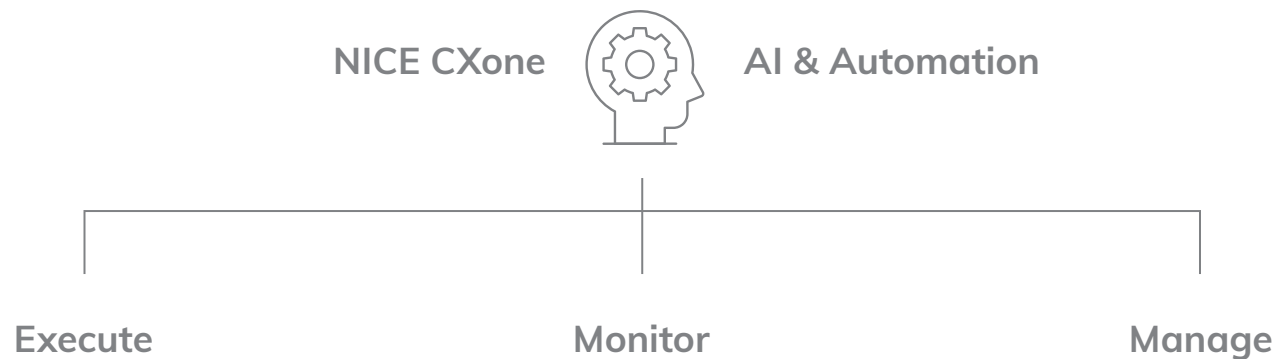


CXone AI & Automation

There's a smarter way to
resolve issues faster

Automate for speed and savings

Let's face it. Busy work inhibits innovation. It's time to say goodbye to mundane tasks and to start solving customer issues faster with CXone Automation and Artificial Intelligence. Empower your teams to focus on expectation-defying, personalized service—and better business outcomes. Equip them with tools to automatically complete routine customer interactions and after-contact work. Stop wasting time on low-level tasks that don't help your contact center goals. Instead, free your teams to focus on what really matters: delivering an exceptional customer experience, every time.



“

With the help of messaging apps, bots help consumers find solutions no matter where they are or what device they use—no forms, cluttered inboxes, or wasted minutes spent searching and scrolling through content. Communication, service, & transactions intertwine.

HubSpot





Break free from mundane tasks that weaken the customer experience

Deliver **smarter** answers, faster

Help customers find immediate answers on their own

- ✓ Provide intelligent self-service
- ✓ Empower your customers with 24/7 convenience
- ✓ Provide fast, proactive support
- ✓ Offer the right information at the right time
- ✓ Resolve customer issues quickly, improving first-call resolution metrics

Automate for speed and savings

Use perceptive, always-on technology to monitor contact center activity

- ✓ Link core contact center metrics to workforce strategy
- ✓ Act quickly on automatic alerts based on real-time information
- ✓ Adapt quickly to changing conditions in your contact center
- ✓ Define parameters based on business need, and achieve the right results
- ✓ Reduce manual interventions and monitoring

Keep agents **engaged**

- ✓ Retain high-performing agents and empower them to build brand loyalty and create revenue
- ✓ Focus on expectation-defying customer service—not on tedious low-level tasks
- ✓ Reduce handle time and after-contact work

Offer customers the right technology at the right time

- ✓ Deliver self-service or agent-assisted service options for a fully-customized, interchangeable experience, as your needs change
- ✓ Allow customers to freely move between self- or agent-assisted service based on their needs
- ✓ Automate low-level interactions for immediate customer gratification
- ✓ Keep agents focused on issues that need a human touch
- ✓ Feature exceptional service representatives 'front and center' to create better customer experiences



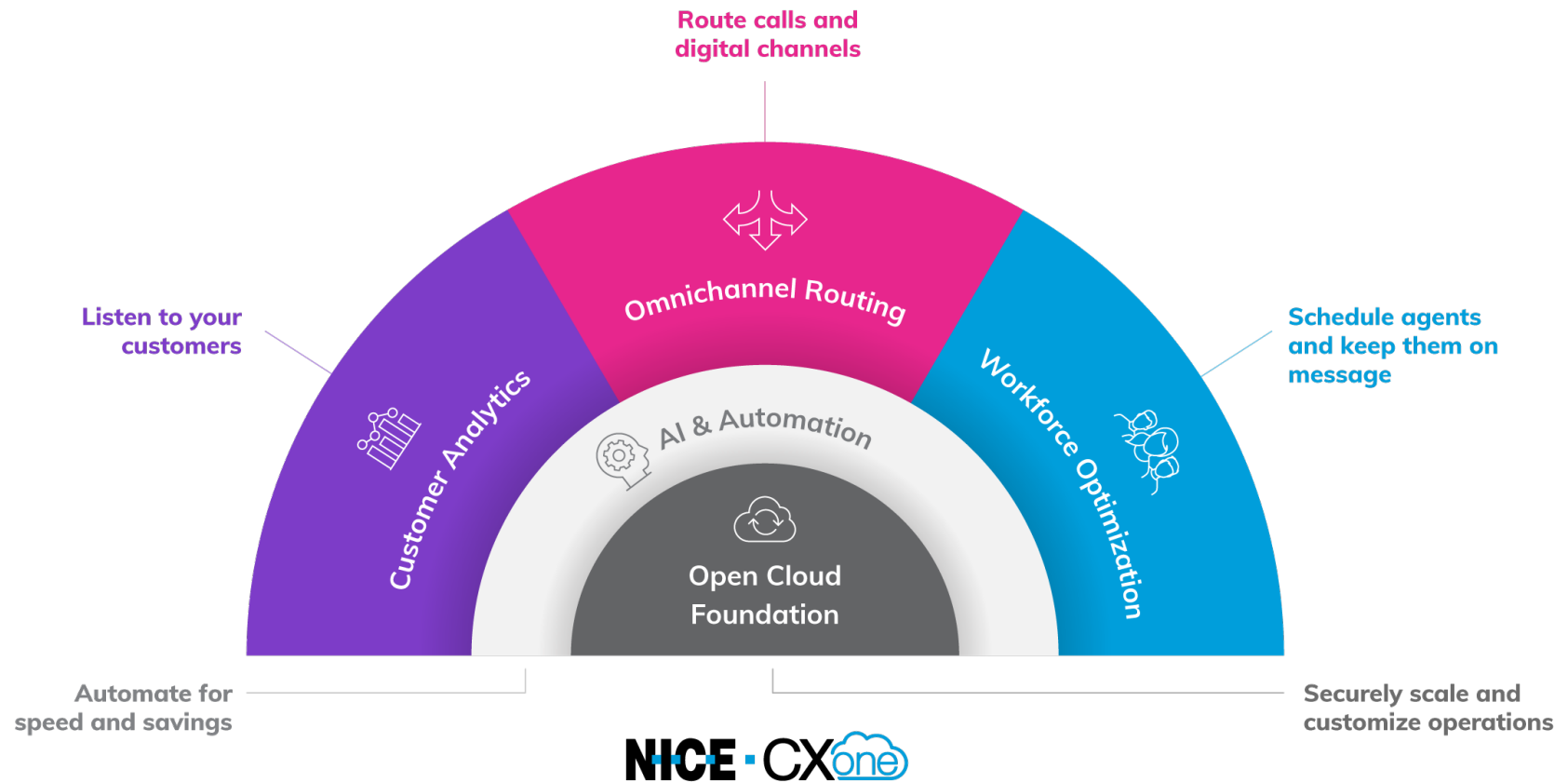


Every great experience starts in your contact center

Be first and stay first in your industry with NICE CXone, the world's #1 cloud customer experience platform. Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class Customer Analytics, Omnichannel Routing, Workforce Engagement, Automation and Artificial Intelligence—all built on an Open Cloud Foundation.

With CXone, moving faster and working smarter becomes your first advantage.

Only CXone delivers one unified experience, on one cloud native platform, along one proven path—all from one leader.



one experience | one cloud | one destination | one step ahead

About NICE

With NICE, it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, we're a worldwide leader in AI-powered contact center software. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

For more information, visit: NICEinContact.com

Waterfront Corporate Center III
221 River St, 10th & 11th floors
Hoboken, New Jersey 07030

tele 866-965-7227 **intl** +44 (0) 207.002.3000

email info@NICEinContact.com

NICE