

NICE inContact CXone

Digital Customer Service

Interact with your customer in their channels of choice

Your customers want service in any channel, anytime. With CXone, providing digital customer service and a superior experience across all the different digital channels your customers want to use is both easy and economical. You can flexibly choose from a broad range of digital channels, including all major mobile and social media messaging apps, to connect with your customers in whatever channel they prefer. Your agents use a unified desktop to handle all those channels in one intuitive interface. Access to customer context and cross-channel interaction history helps them interact at a more personal level. And using CXone as your single contact center platform for digital customer service makes administration easy and provides a 360-degree view of all channels including reporting and analytics across your entire digital contact center operation.

One solution, any channel

CXone makes digital customer service easy and economical with support for a wide selection of digital channels, including live chat, social media, messaging, mobile apps and social monitoring, so you can connect with your customers in whichever channel they prefer.

- Quickly address business needs by flexibly choosing the channels you need from the industry's widest range of natively supported digital platforms.
- Make deploying any or all channels to any or all of your agents affordable.
- Add channels easily and quickly to address customer preferences as they evolve.

Empower your agents

Help your agents create a better customer experience with more context and fewer silos, and automate routine interactions with AI-powered bots.

- Increase agent productivity with a unified interface and consistent controls across all digital channels.
- Enable your agents to provide a richer customer experience with immediate access to the Customer Card that provides the agent with customer context for every interaction, including customer data, sentiment, influencer status and social handles, as well as cross channel interaction history
- Let your agents improve the customer experience and increase first contact resolution by switching or combining channels as needed.

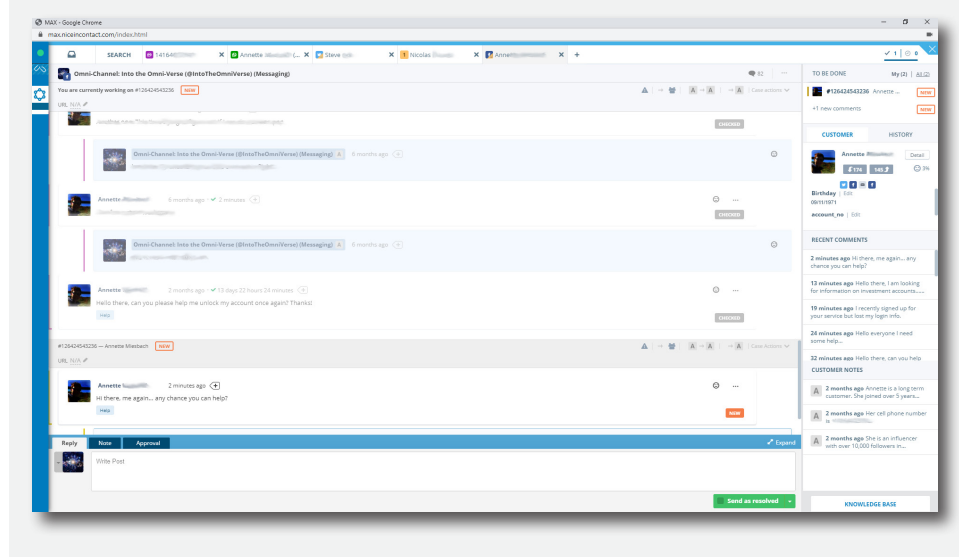
BENEFITS

- Make your customers happy. Support them in the channels they prefer.
- Reduce cost and increase productivity with unified digital customer service.
- Simplify and consolidate digital channel management and administration.

KEY FEATURES

- Flexibly choose from 30+ digital channels.
- Use AI and bots to automate routine interactions.
- Empower agents with one interface for all channels.
- Consolidate reporting and analytics across digital channels.
- Forecast, schedule, survey and manage quality across all digital channels.
- Administer and manage all digital channels in one solution.
- Deploy digital your way: digital-only, digital-first or add digital.

Agent Desktop with Digital Inbox and Customer Card



One solution, streamlined management

- It's never been easier to measure and manage a wide range of digital channels. With CXone you can consolidate all digital channels on one contact center platform; no need to spend time and effort on trying to make multiple point solutions play nicely.
- Streamline administration with one interface for users, skills and routing flows.
- Consolidate Workforce Engagement including scheduling, recording, quality and performance management.
- Report on and analyze digital interaction across all channels.

Go digital—your way

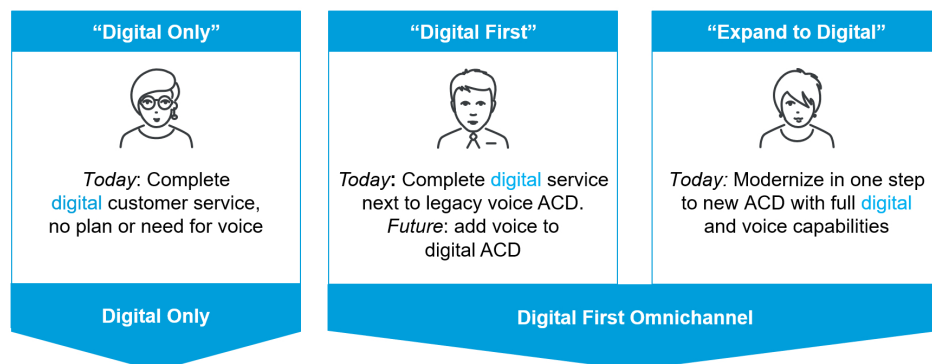
Adopt digital channels in the way that best meets your business needs:

- Make CXone your solution of choice for all your digital customer service needs—choose from a broad range of digital channels and benefit from a unified agent interface, administration and management.
- Flexibly and affordably deploy any number of digital channels, no need to replace your existing call center solution for voice.
- Deploy NICE inContact CXone as your consolidated contact center solution across all digital and voice channels.

CXone Digital Customer Service: Supported Channels



Three Ways to Go Digital



About NICE inContact

NICE inContact works with organizations 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.

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