

NICE inContact CXone Interaction Analytics

Gain actionable insights from your customer interactions

NICE InContact CXone Interaction Analytics 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 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, 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

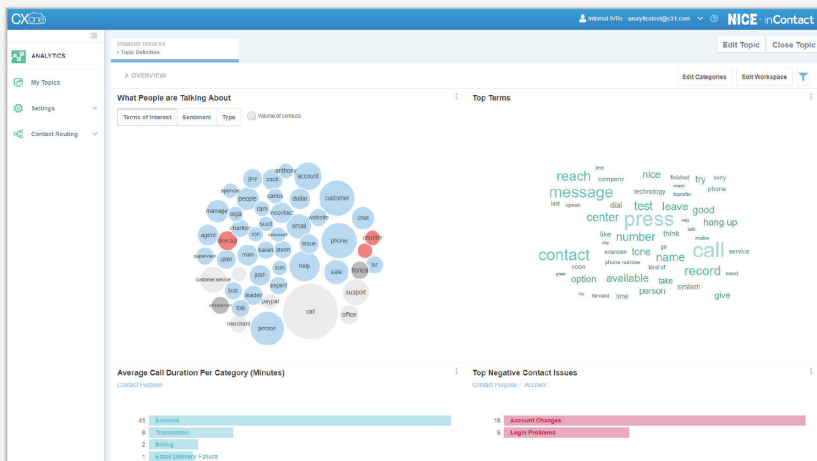
BENEFITS

- 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

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

What People Are Talking About



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

- 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

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 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 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

Trends in Sentiment & Discussion Topics



Easily detect and explore trends in sentiment and discussion topics.

- 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, 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

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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