

NICE CXone

What sets CXone Expert knowledge management apart?

Built to be there for your customers *first*

Great customer experiences begin with knowledge. CXone Expert knowledge management makes sure that your customers get that knowledge in the form of the information, answers, and support they need wherever they are along their journey.

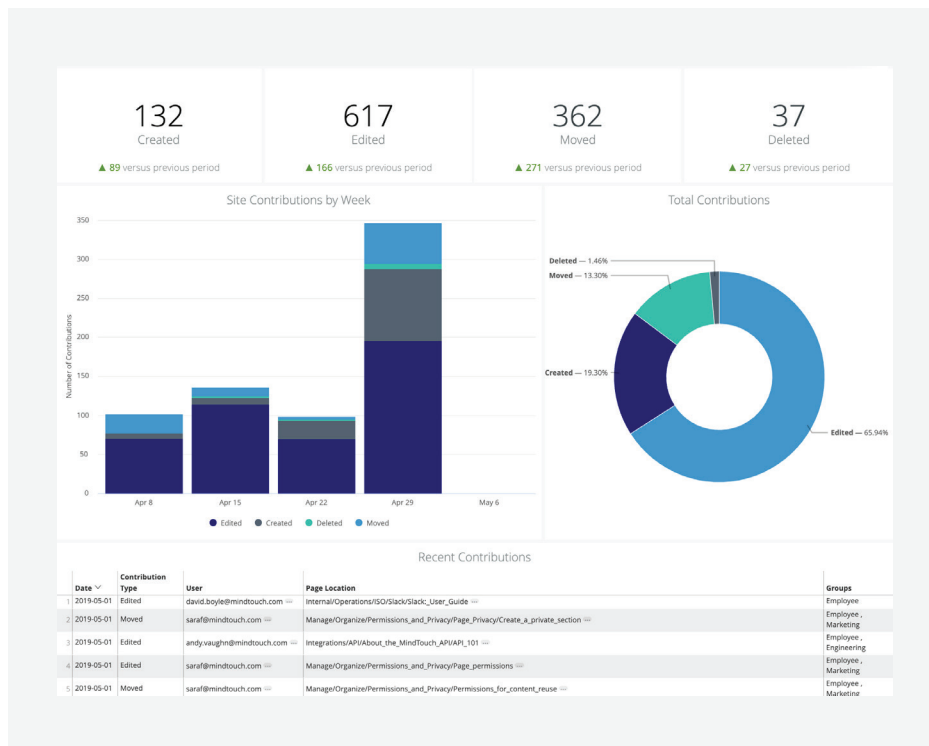
Today, that customer journey is as diverse as ever, which makes putting the customer first a challenge. That's where CXone comes in. CXone Expert is capable of reaching customers on their terms—whenever and however they choose—be it a search engine, voice assistant, your website, chatbot, or otherwise.

CXone Expert provides a modern and dynamic knowledge management solution. It enables us to be agile and deliver the right knowledge when, where, and how our customers need it. Providing the most relevant articles quickly to our user base has been key to the success of our cloud business.

- Stacy Kornluebke

Senior Training and Documentation Manager

sumo logic



GLOBAL KNOWLEDGE

With people and products spread out all over the globe, the chances are good that one of your customers is looking for answers *right now*. CXone Expert makes sure they can find *your* answers by providing one source of content for all of your sites, brands, locales, languages, and product lines.

PERSONALIZATION

Every customer is special, so make them feel that way by delivering just what your customers need with the least amount of effort. Expert can tailor the content your customer sees based on the products they own, the language they speak, their location, and even the device they're using.

EXTENSIBILITY

Some customers prefer a search engine, others a community site, while still others would rather engage with a chatbot. Bring knowledge to your customers in whichever channel or device they choose. For your contact center, the same is true as CXone Expert extends directly into most CRM or Contact Center solutions making your agents happy and your customers happier.

ALWAYS AVAILABLE

Even when the power goes out, your contact center is closed, or natural disaster strikes, CXone Expert stays available for 24/7 customer self-service to ensure your customers are always able to get an answer. 100% true uptime. No maintenance windows.

REAL-TIME CAPTURE AND PUBLISHING

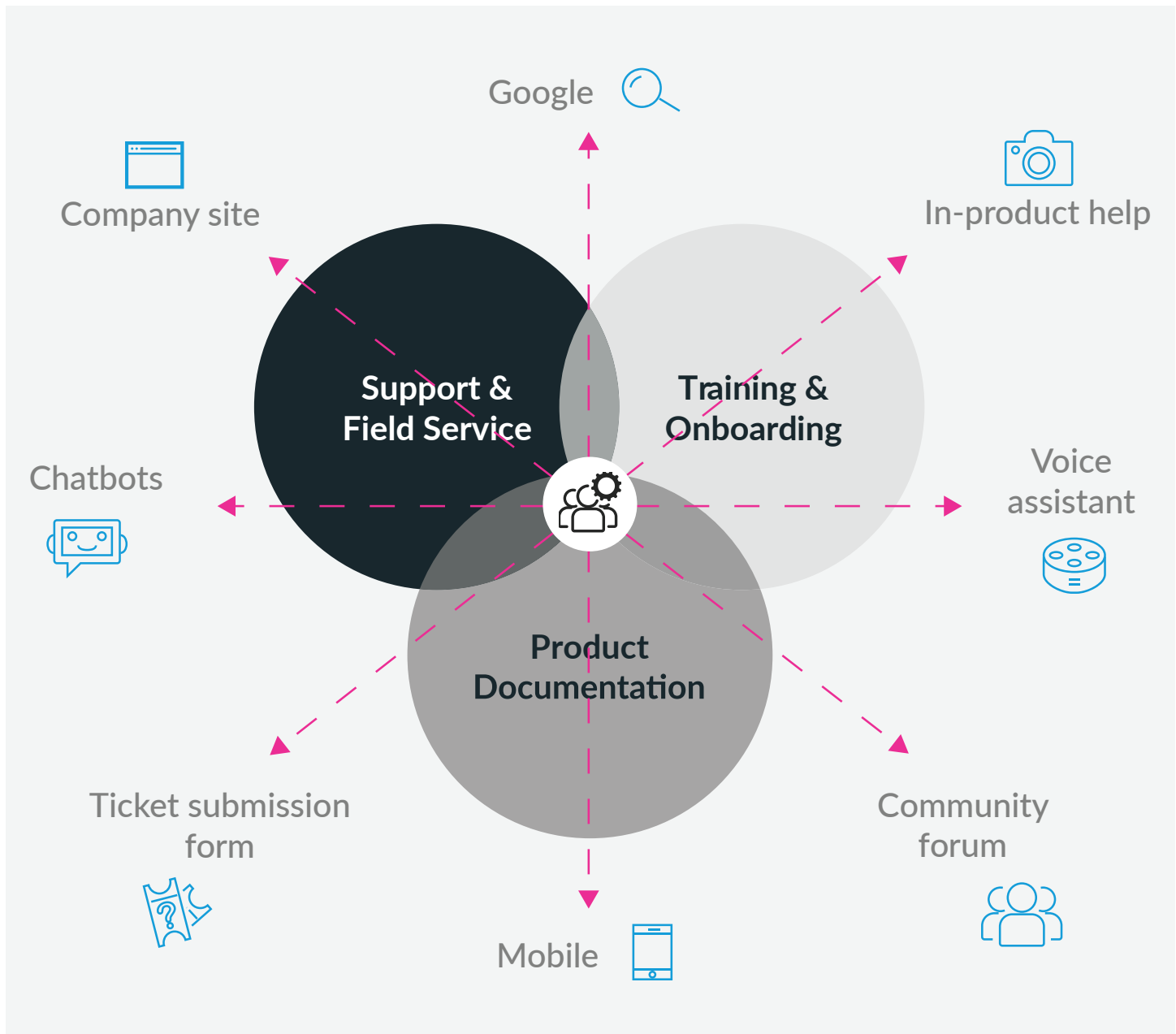
Don't delay your customers or agents in a moment of need. Create and publish knowledge that's automatically organized and immediately available to solve problems, answer product questions, and build brand ambassadors.

ENTERPRISE-GRADE CLOUD PLATFORM

Battle-hardened. Secure. Highly scalable. Dependable. Those are the characteristics of a true enterprise-grade platform that you can trust to ensure your customers, agents, partners, and employees can always get the answers they need.

ACTIONABLE ANALYTICS

What do customers need but can't find? Who is creating, using, and sharing knowledge? What content is missing? Put these powerful analytics in the hands of organizational stakeholders and knowledge management teams to ensure your customers are happy and your agents are performing at their best.



About NICE CXone

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.

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