

NICE inContact CXone Self-Service Analytics

Quickly spot self-service issues to boost containment rates

NICE inContact Self-Service Analytics spots friction points in self-service journeys so you can boost containment rates and CSAT. Quickly find adverse patterns in your IVR paths with simple dashboards. Use this information to reduce customer effort and lower your cost of service by increasing self-service containment. Flexible visualization capabilities allow you to identify where issues are occurring, such as paths that frequently result in agent transfers. Once improvements are implemented, track changes to see trends and impact over time. Continue to refine self-service journeys as you add new options, providing faster service and improved routing accuracy.

Find problem areas, and course correct quickly

Improve self-service containment and track benefits over time

- Track the performance of the most important and popular IVR journeys against key metrics
- Continually measure improvements made to your IVR
- Improve containment rate and call volume, leading to greater efficiency and cost reduction

Frustration-Free Experiences

Identify self-service issues occurring in your IVR to improve customer satisfaction

- Spot bottlenecks and opt-outs (abandons) that are occurring within IVR interactions to course correct for continuous fine-tuning
- Contain more calls in the IVR, identifying improvements for the customer and reduce transfer to agents

Accurate Routing, the first time

Gain visibility to reduce call backs and repetitive requests

- Route to right agent the first time and provide the right customer details to solve the problem quickly
- Increase customer satisfaction by providing the right details to the agent for quicker resolution

BENEFITS

- Pinpoint issues where callers get lost or drop out of your IVR flow
- Make data-driven decisions on which paths to make changes and track your improvements
- Increase customer satisfaction and reduce operational costs

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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Self-Service Analytics IVR Journey Tracking

