



CXone Automation and Artificial Intelligence

Faster issue resolution and freedom
from mundane tasks

Streamline service delivery

CXone Automation and Artificial Intelligence streamlines service delivery, providing fast resolution of customer issues and eliminating mundane tasks, releasing you from busy work that inhibits innovation. With automatic completion of routine customer interactions and after contact work, your team can focus on providing personalized service that leads to better business outcomes. Stop wasting time on low-level tasks that don't impact your contact center goals. Give your team the freedom to focus on what really matters—an exceptional customer experience.

“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



Free your team from the mundane tasks that inhibit delivery of exceptional customer experience

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Provide intelligent self-service

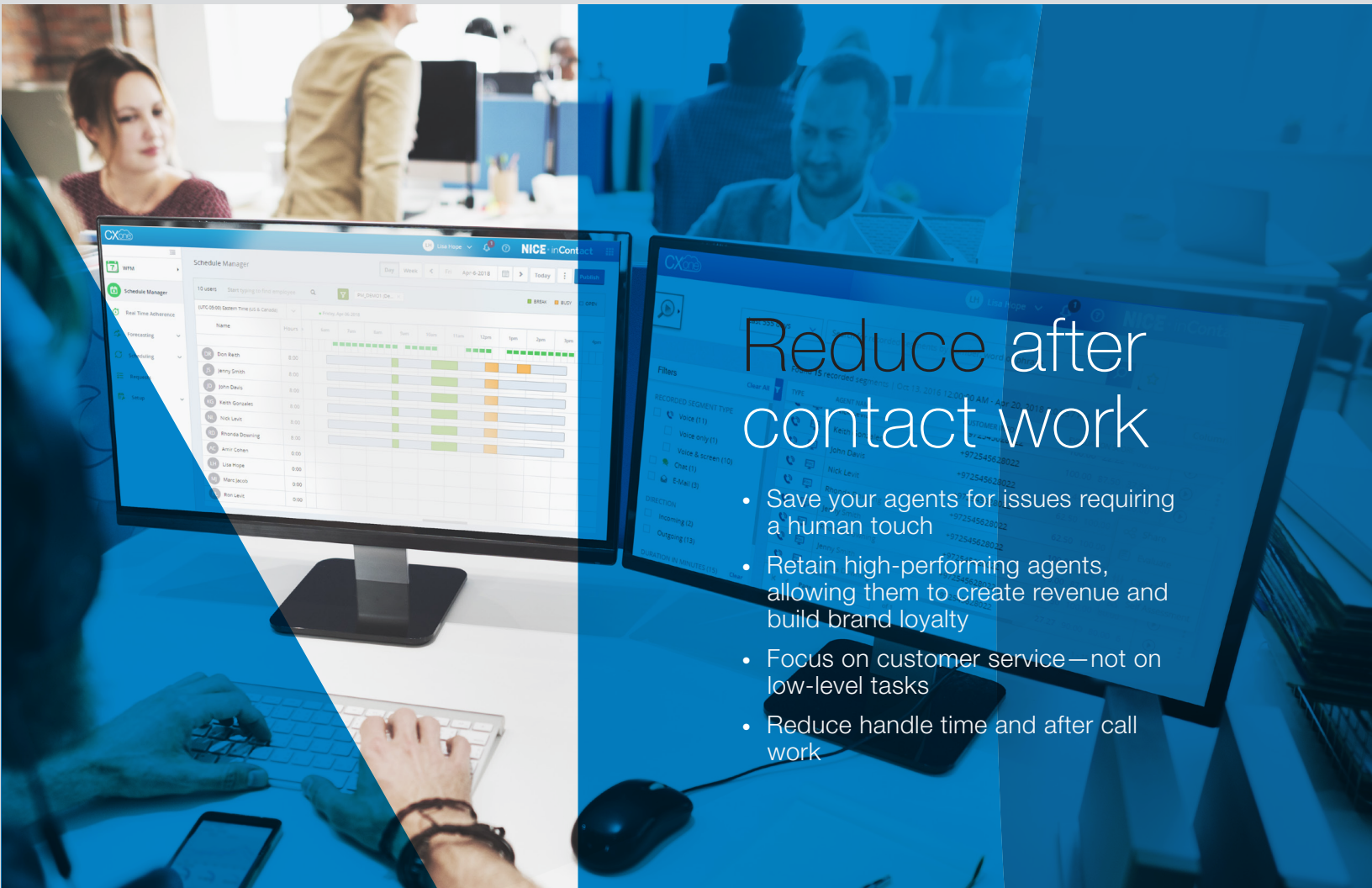
Give customers the tools they need to find immediate answers

- Empower your customers
- Provide fast, proactive support
- Offer the right information at the right time
- Resolve customer issues quickly, improving first-call resolution metrics

Reduce manual interventions and monitoring

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 the right parameters to achieve the right results



Reduce after contact work

- Save your agents for issues requiring a human touch
- Retain high-performing agents, allowing them to create revenue and build brand loyalty
- Focus on customer service—not on low-level tasks
- Reduce handle time and after call work



Choose the right technology at the right time

- Choose self-service or agent-assisted service options for a fully-customized, interchangeable experience, as business needs change
- Automate low-level interactions to immediately satisfy customer needs, while allowing agents to focus on high-touch service
- Feature exceptional service representatives front and center to create better customer experiences

Transforming One-on-One Experiences in the Contact Center

NICE inContact CXone, the world's #1 cloud customer experience platform, helps organizations be first in their industry by powering exceptional experiences for customers and employees. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence --all built on an Open Cloud Foundation. CXone helps organizations of all sizes be first and stay first, empowering your teams to move faster and work smarter. Be the first choice of customers, first to innovate, first choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.

NICE inContact **CXone**



OMNICHANNEL ROUTING

Connect Journeys Across Any Channel



ANALYTICS

Turn Insights Into Results



WORKFORCE OPTIMIZATION

Unlock Your Team's Potential



AUTOMATION & AI

Streamline Service Delivery



OPEN CLOUD FOUNDATION

Power Rapid Innovation



About NICE inContact

NICE inContact is the cloud contact center software leader, empowering organizations to provide exceptional customer experiences with the world's #1 cloud customer experience platform, NICE inContact CXone™. CXone combines best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence on an Open Cloud Foundation to help companies act smarter and respond faster to consumer expectations. NICE inContact, a NICE company, is recognized as a market leader by the leading industry analyst firms, and serves customers in more than 150 countries, including over 85 of the Fortune 100 companies.

For more information, visit: www.NICEinContact.com

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