Lighten the Load on Your Agents

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NICE CX
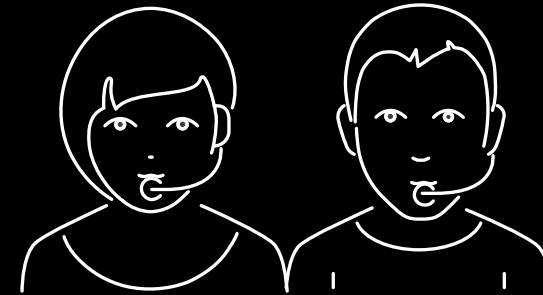
Key Focus Areas

Consumer Experience

Agent Experience

NICE

Consumer Experience

Research

Purchase

Order
Status

Resolution

Scheduling

Delivery/
Service

NICE

Digital Fluency

Address the **full range** of my expected **needs**

Meet me on my **preferred channel** of choice

Offer me **intelligent self-service** options

Allow me to **effortlessly move between channels**

Make my experience **unique and personal**

CXi

Customer
e**X**perience
interactions

With CXone you can **now** take the next leap in customer experience to **intelligently** meet your customers **wherever their journey begins**, enable resolution through **data driven self-service**, and **prepare** agents to successfully resolve **any needs** event.

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Example CXi Journey

CXi
Customer
eXperience
interactions

🔍 My Boiler is broken.. 🎤

Google Search utilizing **Knowledge** to proactively inject Google Snippet

Proactively detecting Website consumer frustration & interjecting with **Guid**ance

Transition to a **Virtual Assistant** agent using **Journey Orchestration**

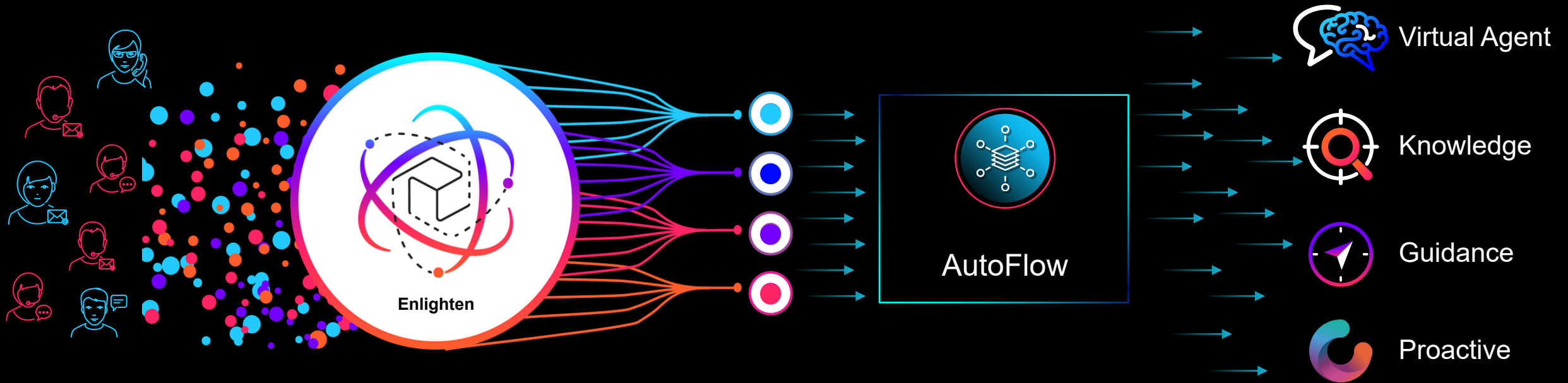Elevate to an Agent with **Context** & **Behavioural Guidance** on CSAT

General

NICE

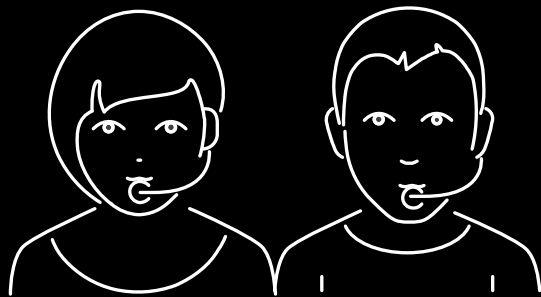# Smart Self-Service based on Insights

| Unlock optimal automations from best interactions | Automatically build self-service… | …any self-service |

Enlighten

AutoFlow

Virtual Agent

Knowledge

Guidance

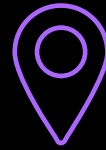Proactive

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Agent Experience

NICE

What do agents want?

Manage my Time

- Schedule preferences
- Initiate schedule changes
- Part time
- On demand
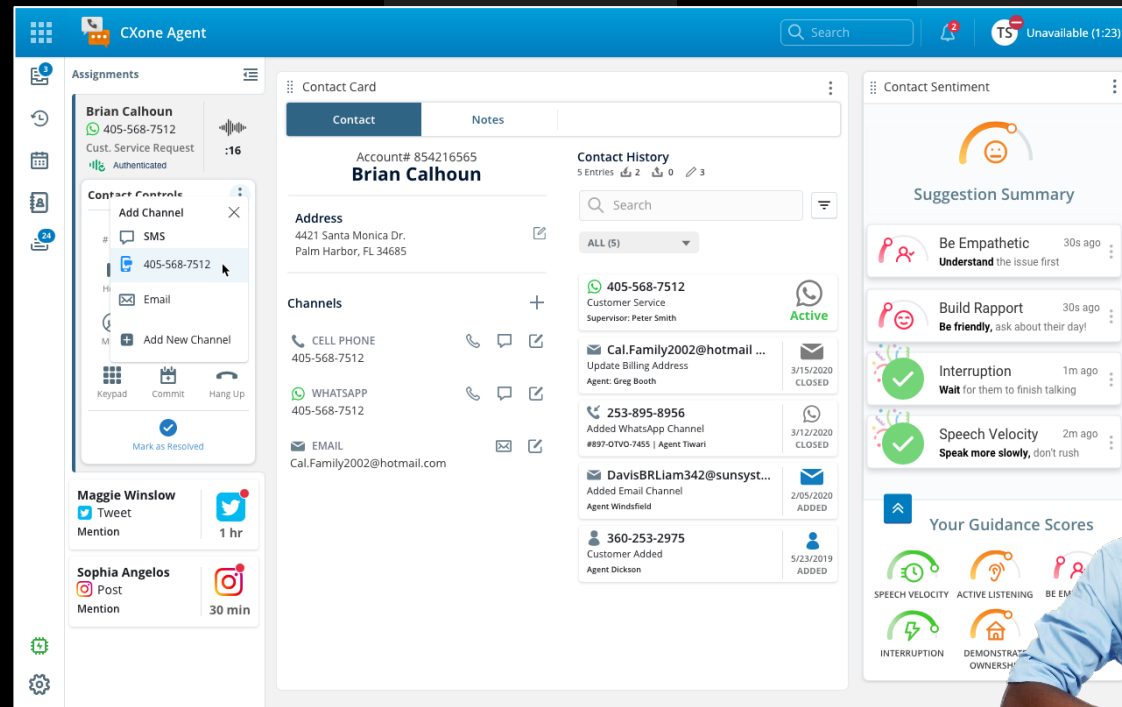- Automatic approvals

Work from Anywhere

- Work from home
- Office
- Hybrid

Be Prepared

- Real-time guidance
- Quick access to information
- Intuitive communication
- Insights
- Unified experience

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Unified **personalized and informed** agent interactions

Next-best answer
Deliver the right content and context to your agents

Knowledge Management

Next-best behavior
Prompt behavioral insights in real time

Real-Time
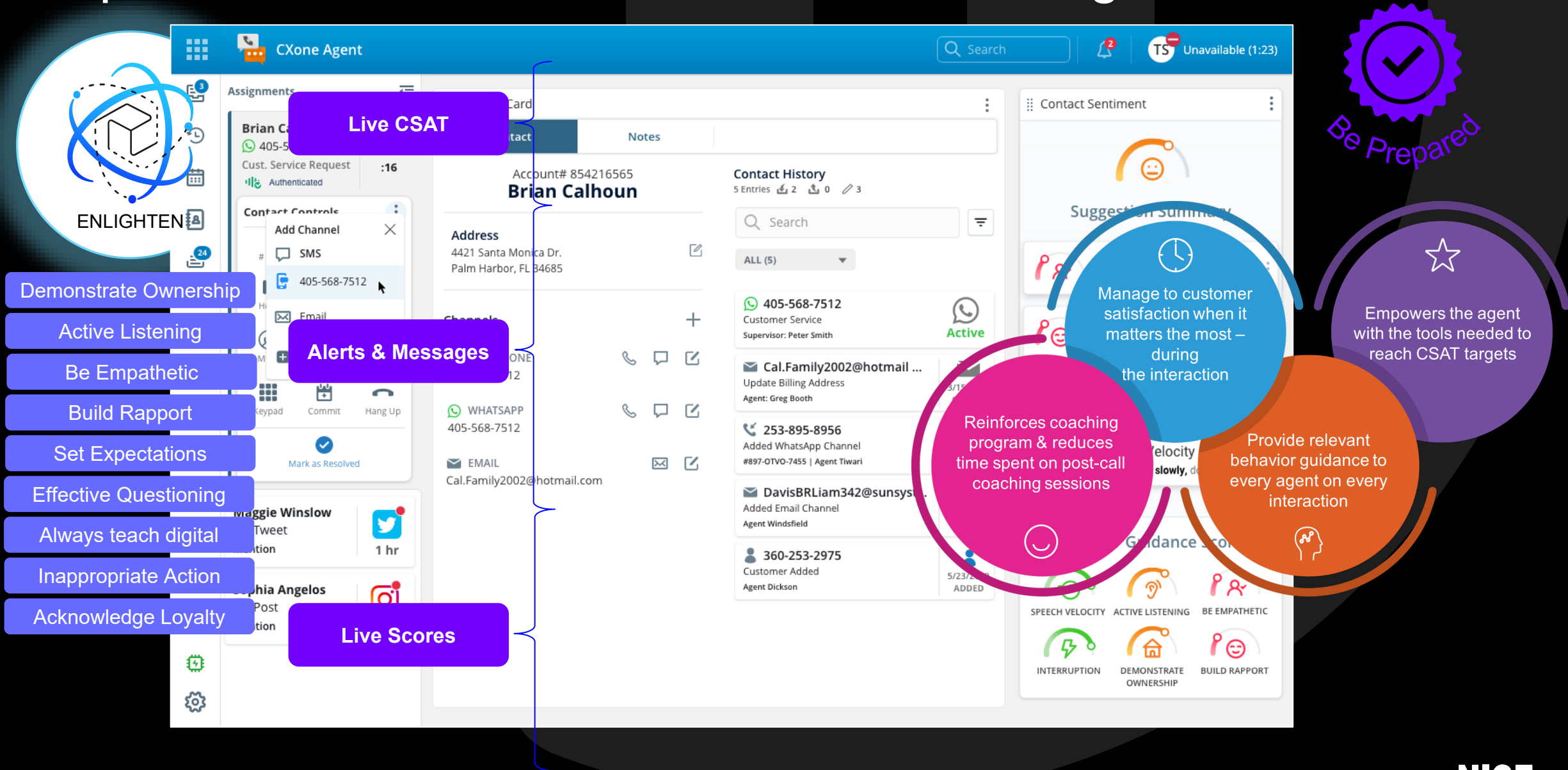Interaction Guidance

Next-best action
Increase employee potential with personalized virtual attendants

Process
Guidance & Automation

General

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Empower Performance with Behavioural Insights

ENLIGHTEN

Demonstrate Ownership

Active Listening

Be Empathetic

Build Rapport

Set Expectations

Effective Questioning

Always teach digital

Inappropriate Action

Acknowledge Loyalty

Live CSAT

Alerts & Messages

Live Scores

Be Prepared

Manage to customer satisfaction when it matters the most – during the interaction

Reinforces coaching program & reduces time spent on post-call coaching sessions

Provide relevant behavior guidance to every agent on every interaction

Empowers the agent with the tools needed to reach CSAT targets

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Increase Employee Potential
with Personalized Virtual Attendants

Be Prepared

Direct Integration
with Legacy Apps

Desktop visibility

Process in a box

Robotic automation
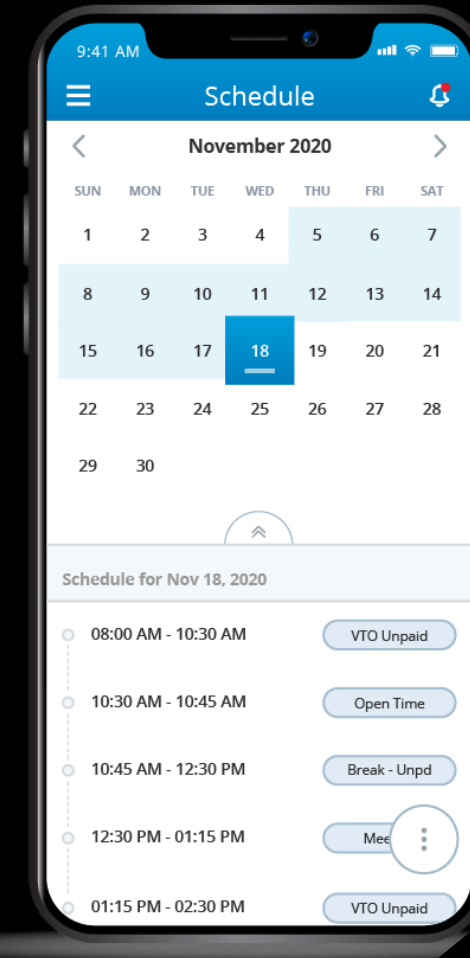
General

CXone

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Anytime, anywhere mobile scheduling

More flexibility, happier agents

Mobile workforce management product to initiate shift trades, receive notifications, and access schedules gives agents more visibility and flexibility to juggle work and home activities – boosting engagement while ensuring proper coverage.

Real-time reachability, more accountable workforce

Automated notifications streamline communication and ensure agents know where they need to be, when they need to be there – no matter if they're in the office or off-shift.

Manage my Time

9:41 AM

☰ Schedule 🔔

November 2020

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	**18**	19	20	21
22	23	24	25	26	27	28
29	30					

Schedule for Nov 18, 2020

08:00 AM - 10:30 AM	VTO Unpaid
10:30 AM - 10:45 AM	Open Time
10:45 AM - 12:30 PM	Break - Unpd
12:30 PM - 01:15 PM	Mee
01:15 PM - 02:30 PM	VTO Unpaid

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Complete **CXi** platform for every journey

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Digital Entry Points	Journey Orchestration	Smart Self-Service	Prepared Agents	Complete Performance
A smart start to every customer's journey	*Seamlessly guided customer journeys*	*Self-Service that works – every time*	*Realtime help for fast, personalized interactions*	*Continuously improved experiences and operations*

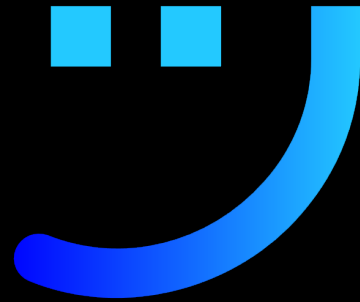ENLIGHTEN AI

Open Cloud Platform

Thank You

NICE ☺

Make
experiences
flow