REAL-TIME
INTERACTION
GUIDANCE

About NICE

With NICE (Nasdaq: 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, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. 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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NICE

ENSURE A CONSISTENT SERVICE EXPERIENCE ON EVERY INTERACTION

Real-Time Interaction Guidance empowers supervisors and agents to deliver a consistent service experience on every conversation.

Supervisors have instant visibility into agent performance throughout each interaction, making it easy to understand which agents need coaching while providing opportunity to intervene. Agents save time and effort with easy-to-understand automated and contextual visual insights that provide information relevant to the conversation. Alert messages based on phrases spoken or omitted, customer satisfaction metrics and soft-skill behavior performance assist agents in steering every conversation to a positive outcome. It is an easily configurable, out-of-the-box solution, giving every organization the flexibility and ease of use to focus on what matters most.

BENEFITS

- Empower agent to self-correct in the moment
- Reinforce agent coaching
- Improve customer satisfaction
- Boost operational efficiencies by:
  » Fixing broken processes
  » Reducing handle time
  » Improving first contact resolution
- Save millions in potential regulatory fines and reputational loss
- Realize a rapid ROI with quick deployment

FOCUS ON
WHAT MATTERS

Contact center agents have to navigate an overwhelming number of tools and applications while trying to maintain a consistently positive experience for customers. Especially skilled agents do it all while exhibiting appropriate behaviors at the appropriate time, often with positive outcomes for their customers. But agents with fewer skills or less experience often behave inconsistently or have trouble following internal processes, and this can cause customers to feel unappreciated, frustrated and dissatisfied. Agents struggling with a complex desktop setup can also lead to costly regulatory fines, increased operational costs and higher employee turnover.

Real-Time Interaction Guidance bridges the gap between naturally skilled agents and ones who might benefit from additional assistance while helping even the best agents have confidence that their interactions meet organizational and customer expectations. It analyzes conversations as they occur and provides contextually relevant guidance to agents on processes and behaviors as needed. This helps ensure a consistent service experience from every agent on every conversation.

Focus on What Matters
Real-Time Interaction Guidance combines real-time speech transcription and phrase detection with Enlighten AI models to score agent behaviors, produce live customer sentiment metrics and guide agents' next best actions.
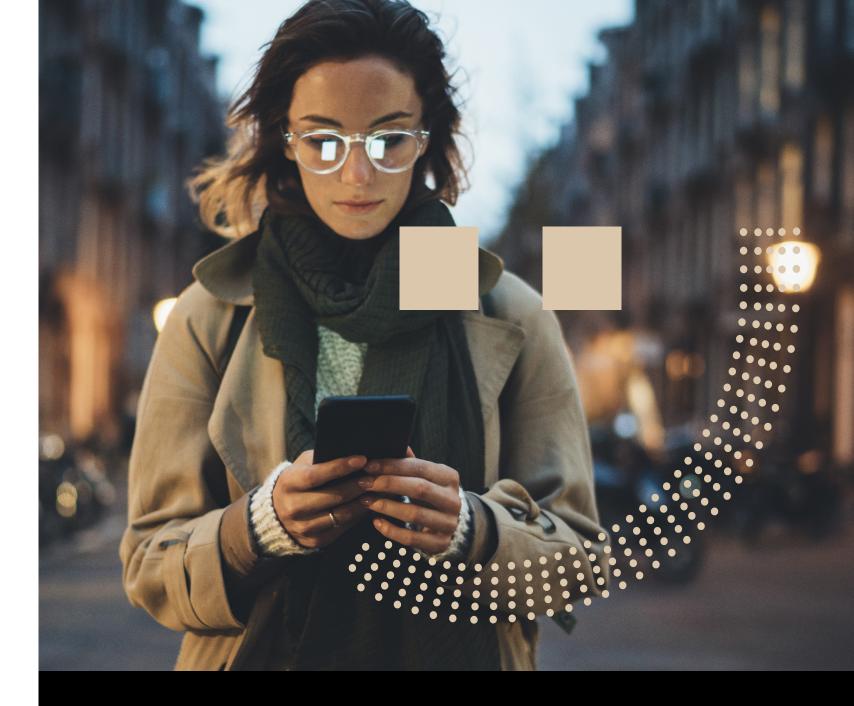
By empowering agents and supervisors to improve every interaction in real time, it drives a measurable impact in the contact center by improving sales effectiveness, reducing customer churn, ensuring compliance and reducing operational costs associated with repeat calls, transfers or long calls. Supervisors gain instant visibility into who is performing well and who requires coaching.

An easily configurable, out-of-the-box solution, Real-Time Interaction Guidance gives you the flexibility and ease of use to focus on what matters most.

The Possibilities Are Unlimited
Real-Time Interaction Guidance gives agents the cues they need to:

- Increase sales revenue
- Create more loyal and satisfied customers
- Quickly assist customers in need
- Comply with regulations
- Identify and resolve customer complaints
- Detect customers at risk of churn
- Improve operational efficiency
- Monitor live performance
- And more

Learn more at www.nice.com/analytics

FLEXIBLE, OPEN ARCHITECTURE

Real-Time Interaction Guidance provides a next-level framework for analyzing live interactions, in a way that improves both the employee and the customer experience—all for improved conversations, reduced agent attrition, and customer advocacy. Organizations can leverage the solution's open architecture to use the results generated in real-time in other agent and supervisor desktop applications.

REAL-TIME INTERACTION GUIDANCE WITH NEVA

Out-of-the-box integration to NEVA, NICE's Robotic Process Automation Assistant, can be used to combine the context of the live conversation with process automation to provide agents with task automation guidance that is relevant to the interaction. This relieves the agent from the burdens of navigating their desktop, allowing them to focus on the customer and transform every live customer interaction into an exceptional service experience today and into the future.