NICE · CXone

Driving Value Across CXone with Feedback Management

Boost the power of CXone with Voice of the Customer

TRANSFORM FEEDBACK INTO IMPACT

Embedded throughout the CXone suite, Feedback Management accelerates insights and actions that improve agent performance, customer experience, and digital transformation initiatives.

Capture feedback in any channel
Get feedback in channels customers use every day to gain deeper, holistic CX insights for better customer and agent experiences.

Achieve faster time-to-value
Eliminate third-party implementation costs with integrated, hassle-free IVR surveys.

Unify call recordings with survey results
Embed call recording with survey results to accelerate closing the loop and service recovery, enhance coaching, and reduce operational costs.

Operationalize insights to close the loop
Trigger service recovery follow-up automatically based on customer feedback to cut churn and reduce costly call backs.

Compare quality, sentiment, and CSAT at a glance
Dive deep quickly to understand interactions based on Quality Score, Conversation Sentiment, and CSAT Score.

Use gamification to reward five-star agents
Improve agent happiness and reduce turnover with rewards based on direct customer feedback—powered through Performance Management.

Act on feedback to improve satisfaction, drive efficiencies, and increase agent engagement

Get the whole CX story
Keep your finger on the pulse of your customers by collecting omnichannel feedback from any interaction that's part of the customer journey.

Pinpoint root causes of dissatisfaction and churn
Identify and act on opportunities to increase CSAT, deliver personalized agent coaching and rewards, and increase operational efficiencies to reduce costs.

Turn feedback into action
Retain customers and reduce call backs by empowering agents to resolve issues and close the loop in the customer's channel of choice–all orchestrated in the unified agent desktop.
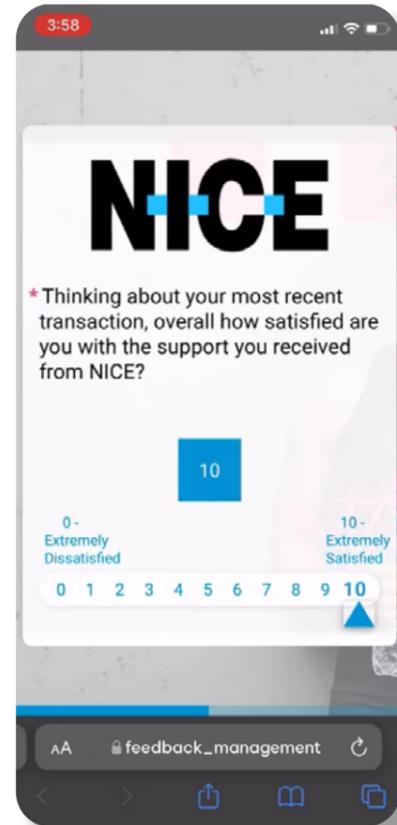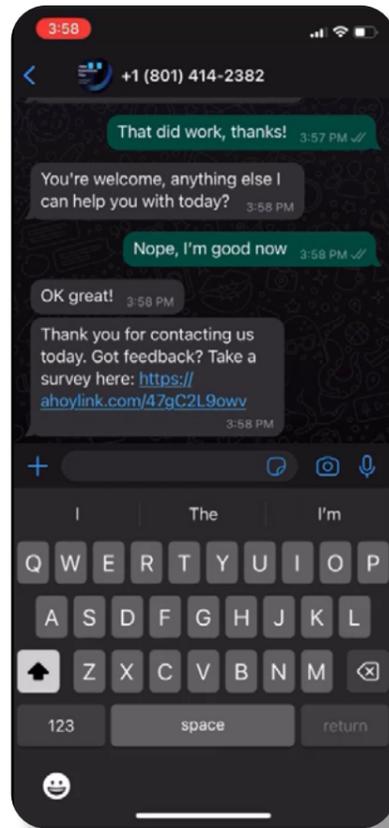
What success looks like

"Thanks to the CXone suite's inherent integration, surveys of Toyota customers or dealers include an attached recording of their interaction with TFS, which is accessible at the click of a button."

Jyoti Ranjan Swain
National Manager
Toyota Financial Services | Information and Digital Solutions

DIGITAL-FIRST OMNICHANNEL FEEDBACK FROM ANY INTERACTION

- SMS
- IOS APP
- ANDROID APP
- TWITTER
- WECHAT
- VIBER
- INSTAGRAM DM
- WHATSAPP
- FACEBOOK MESSENGER
- APPLE MESSAGE FOR BUSINESSES
- GOOGLE BUSINESS MESSAGES
- TEAMS
- SLACK
- INSTAGRAM
- YOUTUBE
- VOICE
- IVR
- EMAIL
- CHAT LIVE AND ASYNC

KEY FEATURES AND BENEFITS

DIGITAL-FIRST OMNICHANNEL FEEDBACK FROM ANY INTERACTION

Get feedback in channels customers use every day to gain deeper, holistic CX insights for better customer and agent experiences.

CLOSED-LOOP ORCHESTRATION IN A UNIFIED AGENT DESKTOP

Retain customers and reduce call backs by empowering agents to resolve issues and close the loop in the customer's channel of choice.

HASSLE-FREE IVR INTEGRATION

Eliminate third-party implementation hassles with simple and clean IVR surveys. Easily capture valuable caller meta data for smarter follow-up.

QUALITY MANAGEMENT INTEGRATION

Compare quality scores and sentiment in one big-picture dashboard. Filter and sort to quickly pinpoint CX inflection points and take appropriate action.
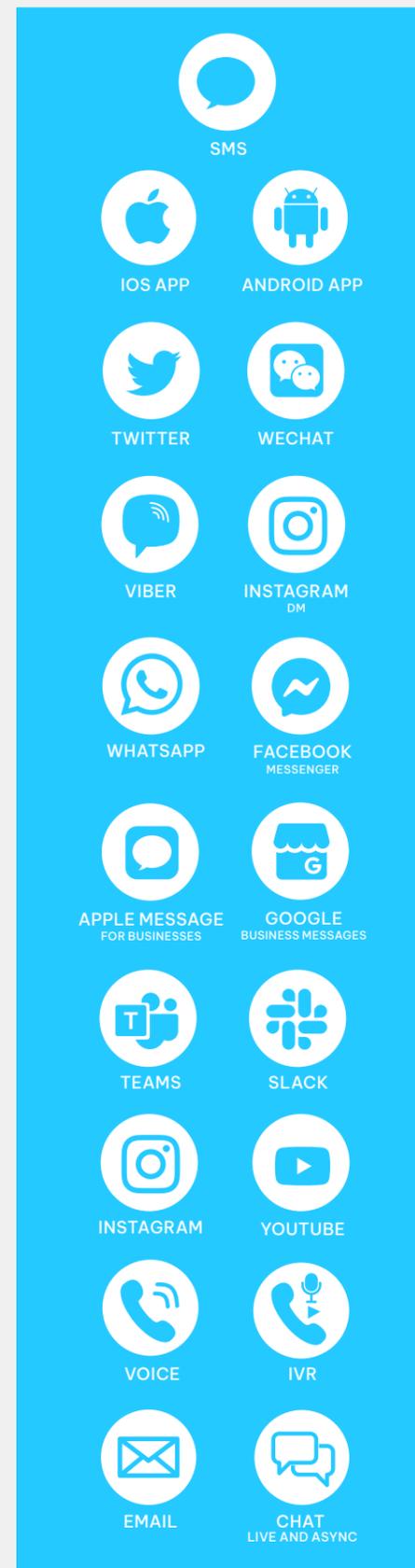
EMBEDDED CALL RECORDINGS

Close the loop faster, accelerate service recovery, bring context to quality management efforts, and reduce operational costs.

PERFORMANCE MANAGEMENT INTEGRATION

Use gamification to reward agents and boost engagement, encourage self-development, and reduce turnover with incentives based on direct customer feedback.

About NICE

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, 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.

https://www.nice.com/products/cx-analytics/feedback-management

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NICE
Make experiences flow