

CXONE INTERACTIONS HUB

Simplify and streamline compliance as never before with CXone Interactions Hub.

Introducing CXone Interactions Hub, an advanced, analytics-driven application that simplifies contact center compliance and risk management.

It seamlessly integrates migrated calls from various systems into CXone, ensuring comprehensive management and an enhanced user experience.

WHAT SETS CXONE INTERACTIONS HUB APART

Comprehensive compliance risk monitoring, management, and resolution—all in one.

a. Streamlined End-to-End Operations

Automated workflows for policy implementation, audits, approvals, and more are tailored to your organization's specific needs and quickly adapt to regulatory changes. CXone Interactions Hub minimizes costs by reducing the need for on-premises infrastructure, manual processes, and multi-vendor agreements.

b. Consistent User Experience

The Interactions Hub consolidates and manages data from different systems, including legacy NICE systems and third-party recording platforms. This integration into CXone ensures consistent quality across all voice and digital channels and enables rapid action on potential compliance issues.

c. Proactive Compliance

With predictive analytics, CXone Interactions Hub proactively identifies potential compliance issues. The customizable notifications keep you ahead of compliance risks and ensure adherence to evolving regulatory standards.

KEY FEATURES

Mitigate compliance risks, reduce costs, focus on customer experience, and grow your business.

a. Automation and Scaling

CXone Interactions Hub automates processes like approvals, extractions, litigation holds, audits and GDPR-related data deletions. Each task is tailored to meet your predefined criteria, with less manual intervention, fewer errors, rapid scaling, and built-in structured reporting.

b. AI-Based Risk Insights

CXone Interactions Hub provides AI-based actionable insights into compliance performance, predicting potential risks and identifying opportunities for improvement. The solution's comprehensive dashboard centralizes compliance management and facilitates more informed decision-making.

c. Multichannel, Multi-System Playback

CXone Interactions Hub allows access and playback of interactions from various channels and systems, ensuring complete visibility and control. This feature provides a seamless and integrated compliance management experience, regardless of the origin or recording platforms.

WHY CHOOSE CXONE INTERACTIONS HUB?

CXone Interactions Hub excels over competitors with its centralized interaction management application, ensuring a seamless and efficient user experience.

With analytics-driven insights, integration of migrated interactions, and a comprehensive dashboard, it stands out as the superior solution for managing contact center compliance risks and delivering exceptional customer service.

Experience greater peace of mind and elevate the value of your CXone suite.