NICE · CXone

Interaction Channels

Use smart digital conversations to connect with your customers

- Learn more
- Talk to a specialist
  1-866-965-7227
- Contact us

BENEFITS

- Increase customer satisfaction with a streamlined, unified customer journey across all channels
- Unlock omnichannel agent productivity and increase agent engagement and satisfaction
- Provide consistent customer journey visibility with administration, routing and reporting across channels
- Flexibly adapt to changing channel needs

NICE CXone Interaction Channels provide over 30 options to connect with customers in their channel of choice—including chat, messaging options like WhatsApp and SMS as well as voice. Offer a consistent journey across all the channels your customers want and quickly add new channels to stay ahead of the competition.

EFFORTLESS INTERACTIONS IN YOUR CUSTOMER'S CHANNEL OF CHOICE

CXone Interaction Channels provide native support for inbound and outbound voice, voicemail, IVR / Voice Portal, and digital channels, including email, web chat, Messaging platforms like WhatsApp, Twitter Messaging, Facebook Messenger, Text / SMS, Social Media and Mobile Apps, as well as extensible Work Items to address interactions such as cases, tickets, fax or even paper mail.

Self-service functionality is seamlessly integrated: Interactive Voice Response (IVR) automation, enables you to offload routine interactions to the IVR and reserve agent assisted contacts for higher complexity or higher value situations.

Empower your agents with Omnichannel Session Handling in conjunction with elevation functionality to add an outbound interaction, such as an outbound call or email, to a customer session when needed to achieve first contact resolution or when asked for by the customer to raise customer satisfaction.

UNLOCK OMNICHANNEL AGENT PRODUCTIVITY

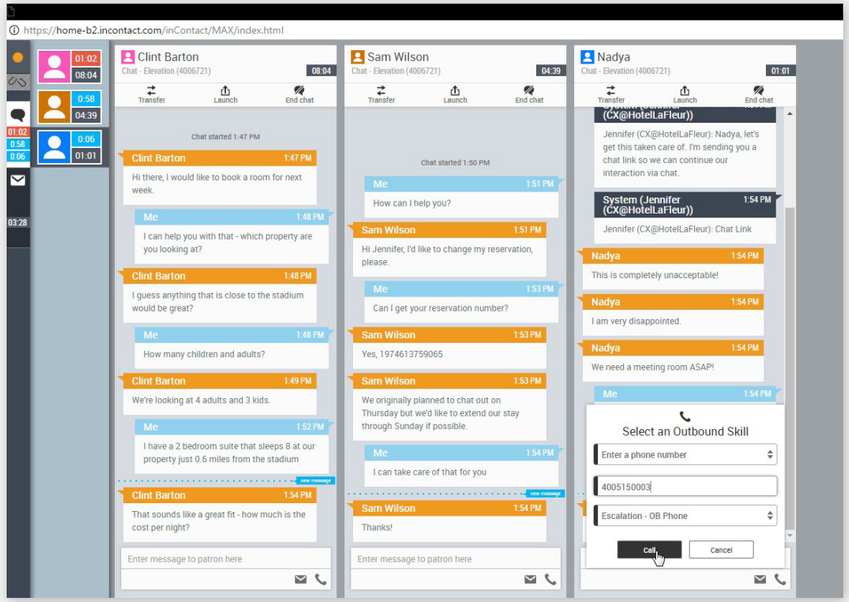
CXone Interaction Channels make it easy to ensure that each and every customer contact is routed to the best available resource as quickly as possible. Intelligent AI-based, skills-based, data-driven routing and agent proficiency settings are available regardless of interaction channel.

Our universal queue enables you to prioritize across all channels, and on the agent's end, all channel interactions are handled within a single, unified agent interface, My Agent eXperience—MAX. This situation-aware agent interface eliminates desktop clutter and streamlines interaction handling, leading to higher agent productivity and improved agent engagement and satisfaction.

Choose from flexible contact handling options and implement what best suits your contact center environment: Single Channel Handling, where an agent handles different channel interactions one at a time; Multichannel, where an agent can handle multiple interactions in one channel concurrently (e.g. three chats at a time); or true Omnichannel Session Handling, where agents concurrently handle multiple interactions with different customers in different channels, for example one voice call, three chat interactions and five emails.

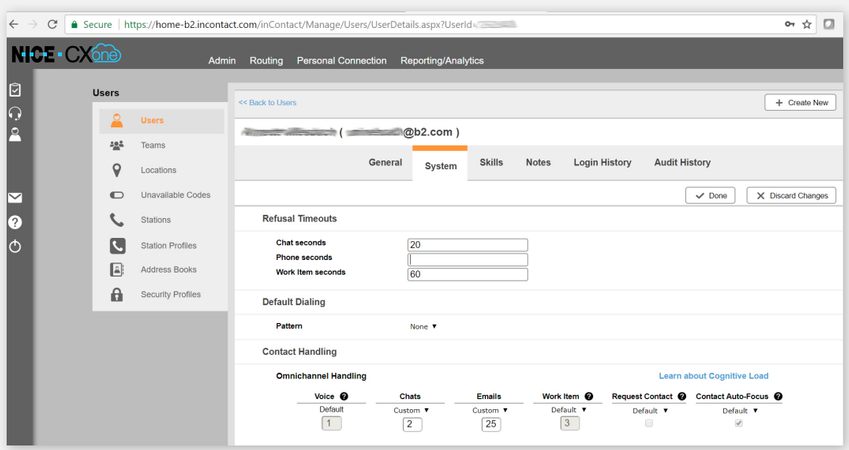
Or empower all your agents to deliver a true digital-first omnichannel customer experience by simultaneously combining all customer interactions in one intelligent inbox across multiple digital channels and voice for agents to select ("pull"), while dynamically prioritizing the most time-sensitive or real-time interactions according to service levels ("push").

Multiple Contacts & Elevation



Agent handling multiple chats, elevating one with an outbound voice call

Omnichannel User Settings



Flexible Omnichannel contact handling settings for each agent

SEAMLESS INSIGHT INTO THE CUSTOMER JOURNEY

Consolidated Administration, Routing and Analytics across all channels ensure seamless visibility into the customer journey, regardless of the channel or channels the customer used to contact you. Consolidated interfaces not only reduce training needs for Managers and Administrators who use a single, familiar interface for the administration of all channels, but also improve supervisor and manager productivity with simplified agent configuration and administration with a "one and done" approach. You can easily capture both intraday and historical data and analytics across all supported channels.

Viewing data across all channels in configurable real-time dashboards reduces response times because supervisors and managers can easily monitor and quickly intervene when required. In the end, you will better understand the customer journey with a comprehensive, consolidated, and real-time view of contact center metrics for all channels.

Integrated Workforce Optimization, Analytics, Automation and Artificial Intelligence across digital and voice interactions ensure holistic management across contact center operations.

FLEXIBLY ADAPT TO CHANGING CHANNEL NEEDS

CXone makes it easy and economical to offer the full range of digital messaging options to your customers. You can empower all agents to deliver Omnichannel service with context vs. creating silos of "digital agents."

- Eliminate time consuming implementations by choosing from over 30 digital channels and adding them quickly and seamlessly.
- Reduce cost and pay only for what you actually use.
- Minimize upfront investment when adding new channels for faster ROI.

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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