



# Interaction Analytics

Take action on insights from your customer interactions

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NICE CXone Interaction Analytics powers informed and measured organizational success with patented AI technology that surfaces historical and real-time insights immediately across 100% of speech and digital contact center interactions. Pre-built sentiment and frustration analysis, automated topic categorization and AI behavioral models enable agents and supervisors to focus on delivering positive customer experiences every time. Easy to use reporting and role-based dashboards provide a single, unified view of key business metrics to guide rapid communication and operational efficiency. By applying 30+ years of continuous research and industry leadership, businesses of all sizes can achieve improved customer experiences, cost reduction, compliance, sales effectiveness and more.

## IMPROVE YOUR CUSTOMERS' OMNICHANNEL EXPERIENCES

Our AI-enabled technology makes it possible to accurately quantify and analyze customer and agent behavior, sentiment, frustration, effort and overall satisfaction with your business—across all of your voice and digital communication channels. With Interaction Analytics, you can:

- Analyze 100% of your customer interactions from any data source for a holistic understanding of every customer interaction.
- Automatically detect and categorize trending topics based on frustration detection and sentiment for fast time to insight and rapid issue resolution.
- Detect and resolve issues causing long handle times or repeat contacts

Communicate effectively with easy-to-use reports and dashboards that highlight the relevant information for each role in the business to track progress and make informed decisions, from executives to managers to front line agents.

## IMPROVE OPERATIONAL EFFICIENCY

CXone Interaction Analytics helps you pinpoint where the best opportunities for improvement exist across all channels and prioritize frequent or trending issues to continually reduce operational costs. Achieving operational efficiency requires analytics to uncover broken processes, product and behavioral issues so that you can:

- Prioritize and attack frequent or costly issues
- Accelerate and measure results across all contact channels
- Provide transparency and accountability with data access across all users
- Provide improved automation to help agents more effectively serve customers

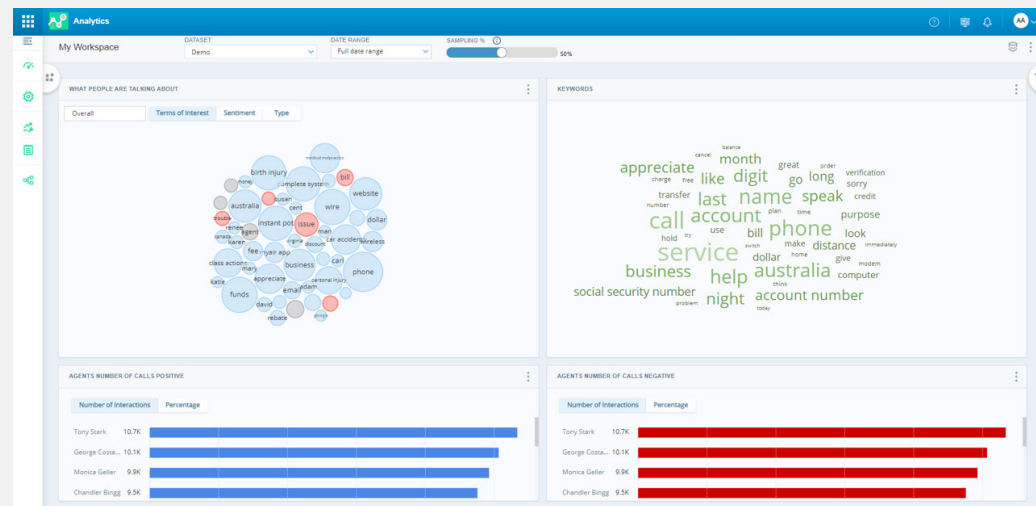
## BENEFITS

- Improve customer experience and loyalty
- Reduce operational costs
- Proactively resolve compliance issues before they escalate
- Empower agents to anticipate needs and deliver service excellence
- Focus all roles on the KPIs that matter most to your business

## KEY FEATURES

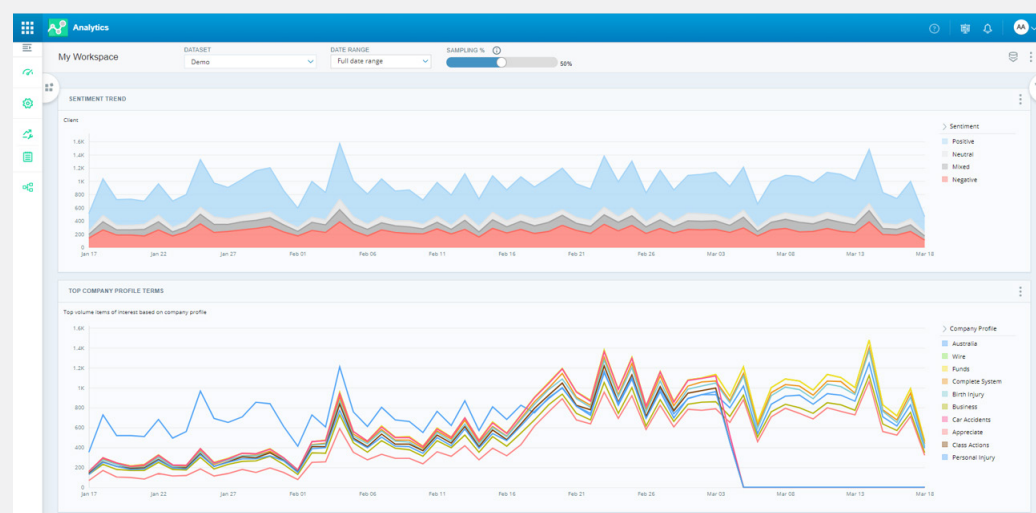
- Omnichannel analysis of 100% of customer interactions to solve any business use case
- Automated discovery and topic categorization surfaces critical insights from all voice and text interactions
- Pre-built analytics for First Call Resolution (FCR), Average Handle Time (AHT), Sentiment, Frustration and more
- Root cause analysis from macro trends and topics to individual conversations that uncover how and why customers are making contact
- Pre-built dashboards and reports to guide improved performance and operational excellence

## What People are Talking About



Interactive, visual workspaces let you see at a glance what people are talking about.

## Trends in Sentiment and Discussion Topics



Easily detect and explore trends in sentiment and discussion topics.

## PROTECT YOUR ORGANIZATION FROM RISK

Organizations invest significant resources into identifying compliance risks, but programs that rely on manual processes and subjective analyses can be error-prone and costly. CXone Interaction Analytics uses AI automation to accurately identify and categorize reputational, financial and regulatory risks—with every single occurrence, across any channel. It helps you to:

- Proactively resolve and address issues before they escalate
- Identify agent non-compliance by detecting spoken/written or omitted words and phrases
- Reduce time spent manually identifying and auditing interactions, freeing compliance officers and managers to spend more time on remediation

## EMPOWER AGENTS TO DELIVER SERVICE EXCELLENCE

Enhance your customers' experiences by detecting emotion and analyzing drivers of satisfaction and dissatisfaction in agent and customer conversations. Using sentiment and AI behavioral models that measure agent behaviors proven to improve customer satisfaction, agents can positively improve their performance and supervisors can improve coaching effectiveness. Consistent, objective and accurate behavioral scoring provides benefits such as:

- Eliminating quality disputes and creating more effective communication between supervisors and agents
- Empowering agents to self-improve between coaching sessions
- Improved agent performance that directly aligns with customer satisfaction improvements

## 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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