NICE · CXone

Agent for ServiceNow

Consolidated agent desktop for fast, personalized service

Driving business results in your contact center is no easy task in today's highly competitive environment. Customers expect a consistent experience, with personalized interactions regardless of how they reach out to you. At the same time, you are asked to optimize efficiency and do more with less.

NICE CXone Agent for ServiceNow tightly integrates your CRM with your contact center operations for optimal business benefits, including improved agent productivity, holistic customer data and more personalized customer experiences.

PERSONALIZE EVERY INTERACTION

CXone Agent for ServiceNow empowers agents with a 360° view of data from across the entire customer journey.

- Deliver more personalized interactions that take less effort, make customers feel valued and set you apart from the competition.

- Shorten average handle time by delivering all relevant customer information to the agent before the interaction begins.

- Increase agent satisfaction by empowering them to deliver better outcomes for customers and the business.

- Maximize your CRM ROI by leveraging your ServiceNow data to improve customer interactions in the contact center.

INCREASE AGENT EFFICIENCY

An integrated desktop gives your agents quick and easy access to the tools and information they need to handle more interactions in less time.

- Reduce agent effort with a unified CRM and contact center desktop that eliminates the time spent navigating between separate applications.

- Streamline call handling with an integrated softphone and click-to-dial capabilities.

- Improve contact handle time by automatically delivering a holistic view of the customer's history directly to your agent's desktop so they can quickly determine the next best action.

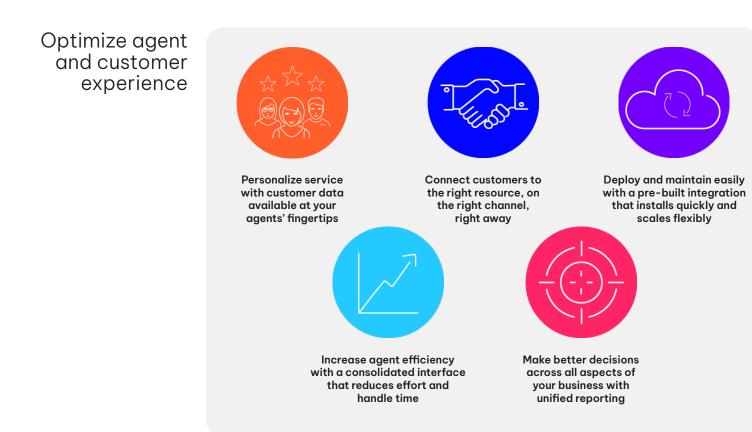- Reduce after-call work by automatically updating your CRM with contact center interaction data.

KEY FEATURES

- Intuitive contact center controls seamlessly integrated in the ServiceNow desktop

- Support for inbound and outbound voice, voicemail and click-to-dial from ServiceNow

- Call data used to identify the customer and route them to the best agent or queue—for faster, more personal service

- Automated mapping of inbound interaction data to CRM fields

- Automatic data synchronization between contact center and CRM for holistic customer journey

- Agent desktop access to personal and team performance and productivity statistics

CXone Agent for ServiceNow

Optimize agent and customer experience

Personalize service with customer data available at your agents' fingertips

Connect customers to the right resource, on the right channel, right away

Deploy and maintain easily with a pre-built integration that installs quickly and scales flexibly

Increase agent efficiency with a consolidated interface that reduces effort and handle time

Make better decisions across all aspects of your business with unified reporting

CONNECT CUSTOMERS TO THE RIGHT RESOURCE

Use your CRM data to identify customers and route them to best-suited resource.

- Increase customer satisfaction by ensuring each contact is handled by the best-qualified resource.
- Improve Average Handle Time and First Call Resolution by reducing the number of transfers, consultations and follow-up calls.
- Increase agent satisfaction by ensuring agents receive contacts they can handle successfully.

MAKE BETTER DECISIONS

Combine your contact center data with your CRM for a holistic customer view that empowers you to make truly informed business decisions.

- Create holistic customer journey information by automatically synchronizing data between your contact center and CRM system.
- Empower agent self-management through performance and productivity reports.
- Improve the scope, quality and accuracy of customer data by eliminating errors from manual updates so agents have the most current customer context.
- Enhance customer experiences by empowering agents with the most comprehensive and current customer insights.

ACCELERATE OPERATIONAL AGILITY

Eliminate delays, costs and risk with a tested, pre-built integration.

- Deploy in hours, not days or weeks.
- Eliminate the costs of building and maintaining custom-built integrations.
- Update and scale when it suits your schedule and business needs.
- Leverage your existing CRM investment and improve every contact center interaction with nominal, additional costs.

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.

www.nice.com

Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

Visit nice.com

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Make experiences *flow*