



CXone Supervisor

The One-Stop-Shop for Your Supervisors' Daily Management Needs

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The NICE CXone Supervisor Application provides a dedicated workspace to help supervisors streamline their workflow and improve their team's outputs to reach key business objectives. Specially designed with your supervisors in mind, it offers easy access to business-critical insights across all channels—both digital and voice—empowering supervisors to make decisions quickly.

Maximize supervisor efficiency with a dedicated one-stop-shop for all supervisor's needs: track KPIs, monitor agents, receive alerts to reduce CX risks, perform ad-hoc agent performance evaluations and boost data-driven decisions through real-time AI-based insights.

REACT SWIFTLY WHERE YOU'RE NEEDED MOST

The daily life of a supervisor is highly pressured and requires constant multi-tasking, keeping on top of their agents through reporting, overseeing CSAT scores, monitoring interactions, coaching, joining calls and providing encouragement.

With so many responsibilities, it is critical for a supervisor to understand where to invest their time, and how.

The CXone Supervisor workspace aggregates the full range of management tasks in one dedicated solution, driving efficiencies in their daily work, and optimizing decision making.

LIVE INSIGHTS

Capture a birds-eye view of all skills, agents and contacts, for real-time live insights.

- Aggregated visualization of data through widgets
- Easily navigate data to enable efficient viewing, filtering, searching, multi-level sorting, and granular analysis of all interactions
- Be alerted if agents exceed defined threshold for state durations and take corrective measures

INTERACTIONS MONITORING FOR VOICE AND DIGITAL CHANNELS

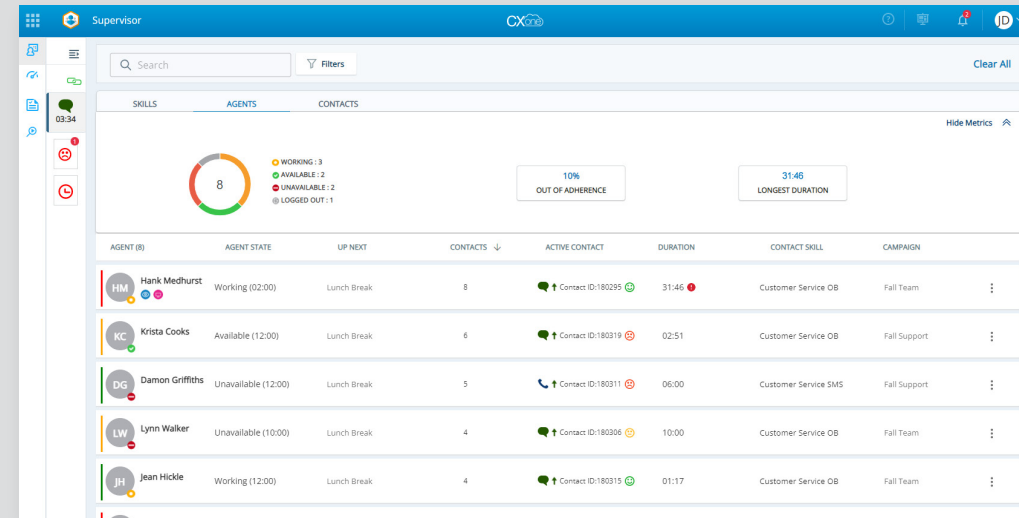
Gain better visibility into all your supervisor's active agents and their contacts, including digital contacts.

- Monitor, coach, join or take over a contact when needed, for both voice and digital contacts
- See real-time agent desktop activity using screen monitoring

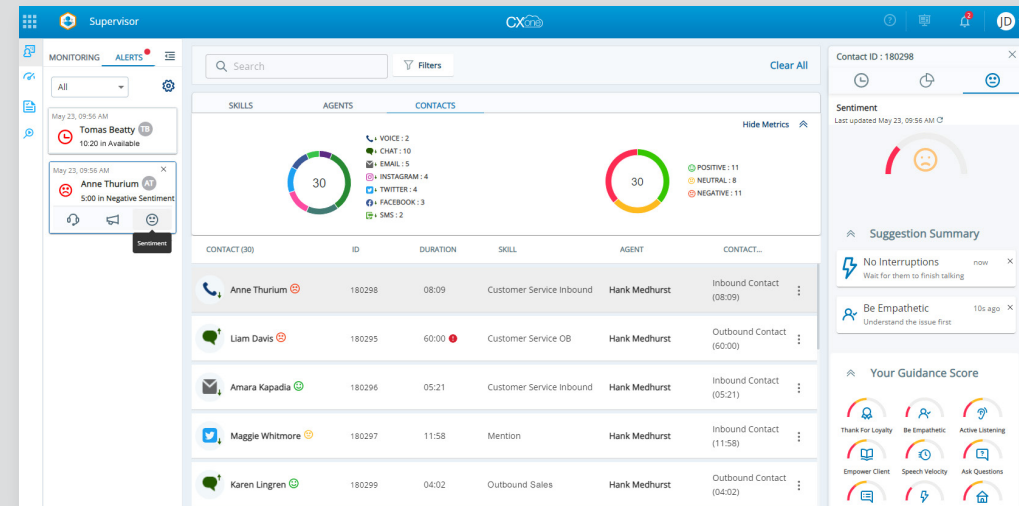
BENEFITS

- Allow supervisors to make agile and informed decisions in real-time with an instant overview of all the supervisor's agents and contacts
- With the added complexity of omnichannel interactions, guide supervisors' attention where it's needed most—across all channels, self-service, digital and voice
- Access real-time analytics to understand agent behavioral skills and sales effectiveness
- Alert supervisors when CX is at risk, suggesting corrective actions to resolve issues

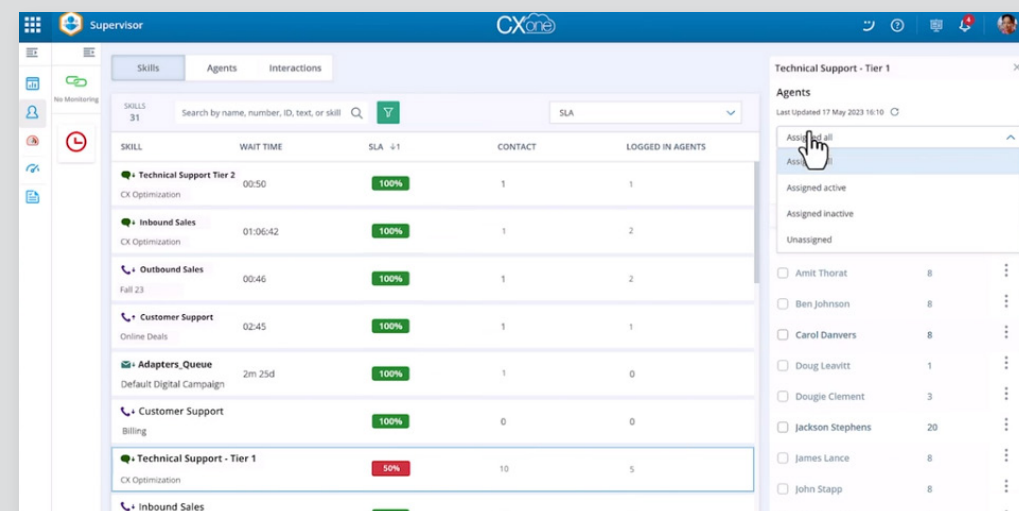
Interactions Monitoring for Voice and Digital Channels



Real-Time Behavioral Guidance



Reskill Flows



- Understand agent activity, skills and proficiencies, and promptly respond to skills out of SLA
- Perform ad-hoc agent performance review
- Change agent states to resolve adherence issues

REAL-TIME BEHAVIORAL GUIDANCE

Proactively preempt CX risks, by understanding customer sentiment throughout an interaction, and assisting agents in turning negative experiences into positive ones.

- Review all interaction sentiments at-a-glance to swiftly determine critical CSAT intervention opportunities in real-time
- Track all agent behavior skills with Real Time Interaction Guidance breakdown scores, including CSAT and sales effectiveness
- Configure in-app alerts to notify you of interactions that are exceeding your defined negative sentiment duration

RESKILL FLOWS

Meet SLA requirements, 100% of the time, without constantly scanning the queue to ensure you have enough agents with the required skill to handle incoming interactions.

- Be alerted when SLA is at risk for any skill
- Take corrective measures to meet SLA requirements by reskilling agents in real-time and in bulk action

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

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