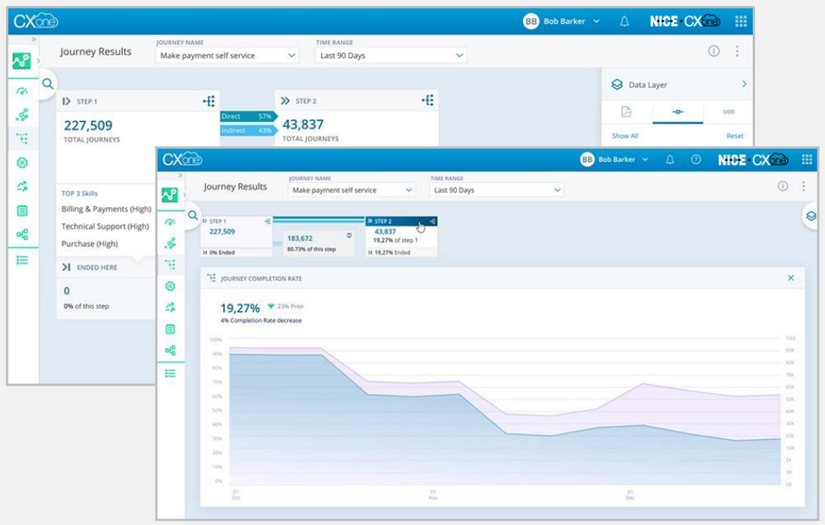
Self-Service Analytics

Quickly spot self-service issues to boost containment rates

NICE CXone Self-Service Analytics spots friction points in self-service journeys so you can boost containment rates and CSAT. Quickly find adverse patterns in your IVR paths with simple dashboards. Use this information to reduce customer effort and lower your cost of service by increasing self-service containment. Flexible visualization capabilities allow you to identify where issues are occurring, such as paths that frequently result in agent transfers. Once improvements are implemented, track changes to see trends and impact over time. Continue to refine self-service journeys as you add new options, providing faster service and improved routing accuracy.

Self-Service Analytics IVR Journey Tracking



FIND PROBLEM AREAS, AND COURSE CORRECT QUICKLY

Improve self-service containment and track benefits over time

- Track the performance of the most important and popular IVR journeys against key metrics
- Continually measure improvements made to your IVR
- Improve containment rate and call volume, leading to greater efficiency and cost reduction

FRUSTRATION-FREE EXPERIENCES

Identify self-service issues occurring in your IVR to improve customer satisfaction

- Spot bottlenecks and opt-outs (abandons) that are occurring within IVR interactions to course correct for continuous fine-tuning
- Contain more calls in the IVR, identifying improvements for the customer and reduce transfer to agents

ACCURATE ROUTING, THE FIRST TIME

Gain visibility to reduce call backs and repetitive requests

- Route to right agent the first time and provide the right customer details to solve the problem quickly
- Increase customer satisfaction by providing the right details to the agent for quicker resolution

BENEFITS

- Pinpoint issues where callers get lost or drop out of your IVR flow
- Make data-driven decisions on which paths to make changes and track your improvements
- Increase customer satisfaction and reduce operational costs

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

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
- Contact us
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Make experiences flow