NICE · in**Contact**

CXone™

Omnichannel Routing

Engage customers with digital-first omnichannel experiences

Seamlessly connect customers to the right agent across any channel

NICE inContact CXone Omnichannel Routing is a contact routing and interaction management suite that empowers your agents to positively and productively interact with customers in any channel. Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility. Implement routing and interactive voice response changes in hours, not days or months. CXone Omnichannel Routing presents consolidated, easy-to-use interfaces for agents, supervisors and administrators. It seamlessly integrates with leading CRM solutions and is often deployed in a matter of days. NICE inContact is the only cloud contact center vendor recognized as a market leader by Gartner, Forrester, Ventana Research, Ovum, DMG, Frost and Sullivan and IDC.

## Skills-based Omnichannel Routing and Universal Queue for

Inbound and outbound voice, as well as 30+ digital channels including:

- Chat
- Email
- Messaging like WhatsApp, Facebook Messenger, Twitter Messaging and Viber
- Text / SMS
- Social Media
- Social Monitoring
- Extensible Work Items

> "I'm really excited that we now offer omnichannel for our customers including phone, email, and chat. We're maximizing our competitive advantage with NICE inContact."
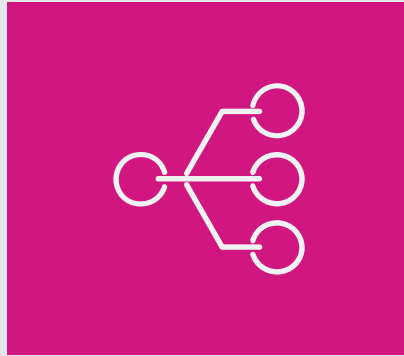>
> Angie Luckey-Succes
> Landauer

NICE inContact CXone Omnichannel Routing Modules
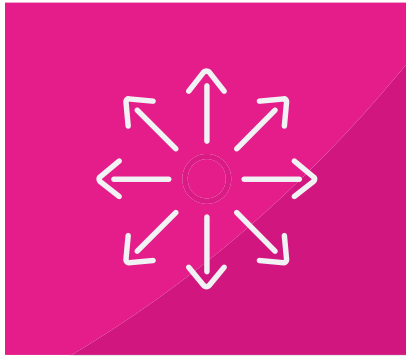
**CXone
Automatic Contact
Distributor**

Voice and 30+ Digital Channels

**CXone Interactive
Voice Response**

Seamlessly integrated
Voice Portal / IVR

**CXone
Personal
Connection**

Blended Inbound / Outbound

Optimize the customer experience across all channels

CXone Omnichannel Routing lets your customers choose how they communicate with you, by quickly routing interactions to the right agent with the right skillset in the right channel. Provide your agents with full customer context, conversation history and sentiment with an integrated Customer Card – powered by optional pre-built CRM integrations – all in one consolidated agent desktop. By connecting information in your automatic contact distributor with customer data, your agents are equipped to handle large contact volumes quickly and efficiently, while personalizing each interaction to increase customer satisfaction.

Increase agent productivity and customer satisfaction

Omnichannel Session Handling increases agent productivity by enabling agents to handle multiple customer interactions concurrently. It also allows agents to "elevate" customer interactions to omnichannel customer sessions by adding one or more channels to an existing contact. This not only increases customer satisfaction with higher first contact resolution rates, but also gives agents more tools and options empowering them to provide an effortless customer experience.

Deliver a Superior Experience in your customers' preferred channel

Ensure that customers receive personalized customer service in their preferred channel – when and where they need it.

- Increase customer satisfaction through higher First Contact Resolution (FCR) rates

- Reduce effort and frustration, as well as Average Handle Time (AHT) by ensuring each customer is connected to the best qualified agent who is enabled to provide personalized service

- Increase revenue through streamlined, targeted and personalized customer support with a higher Customer Lifetime Value (CLV) and lower cost per interaction

- Lower abandon rates through optimized routing, less time in queue and callback options in case of higher than expected call volumes

- Outpace the competition by quickly adding 30+ digital channels to support changing customer expectations

Transform your contact center
into a profit center

Seamlessly blend inbound and outbound omnichannel interactions, increase agent utilization and enable proactive outreach to your customers.

- Increase customer satisfaction through better customer service with proactive outreach

- Dramatically improve agent productivity and list penetration

- Reach higher connect rates with our "no pause" dialer

- Increase collection rates

- Grow revenue through proactive outreach with cross-sell and upsell opportunities

- Maximize agent efficiency and minimize abandons using our patented pacing algorithm

Gain
Business Speed
and flexibility

Quickly deploy agents anytime, anywhere for maximum operational flexibility and implement contact routing and IVR changes in hours, not days or months.

- Your contact center supports the flexibility your business requires
- Implement changes in hours, not days or months
- Enable business users with limited technical expertise to adjust routing functionality when needed
- Reduce time to deploy new contact center channels and routing rules
- Save time with quick and easy resource configuration and maintenance, avoiding duplicate configuration
- Streamline design and maintenance of routing flows for all channels, including voice self-service, in one visual, user-friendly interface, Studio
- Implement changes, then simulate flows prior to going to production, ensuring your routing is complete and correct
- Set up agents anytime, anywhere: in the contact center, at a branch location or working from the home office
- Empower contact center users with optimized interfaces for agents, supervisors and administrators

Improve agent job satisfaction and performance

MAX – My Agent eXperience is your agent's new best friend. MAX helps personalizing and streamlining customer interactions across virtually any channel, and is a user-friendly, context-sensitive interface

- Empower all agents to handle digital interactions by combining a digital inbox for over 30 channels and voice in one digital-first interface

- Boost customer satisfaction by allowing agents to customize each interaction, regardless of channel, with customer context at their fingertips

- Enable agents to focus on the customer, not on the tool, while personalizing interactions with customer data and interaction history

- Improve agent productivity and performance by enabling them to concurrently handle multiple digital interactions, in addition to a voice call, and increase agent satisfaction by supplying all the tools they need, in one place

- Allow supervisors to monitor, (whisper) coach, barge and takeover calls when needed, using the Supervisor interface

- Increase first contact resolution by empowering agents to elevate a single customer contact to an omnichannel session

"We chose NICE inContact because of its scalability, omnichannel functionality, and ease in configuring and upgrading the system."

Donna Zeigler
AAA Central Penn

Transforming One-on-One Experiences in the Contact Center

NICE inContact CXone, the world's #1 cloud customer experience platform, helps organizations be first in their industry by powering exceptional experiences for customers and employees. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence — all built on an Open Cloud Foundation. CXone helps organizations of all sizes be first and stay first, empowering your teams to move faster and work smarter. Be the first choice of customers, first to innovate, first choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.

NICE · inContact CX one

OMNICHANNEL ROUTING

Connect Journeys Across Any Channel

ANALYTICS

Turn Insights Into Results

WORKFORCE OPTIMIZATION

Unlock Your Team's Potential

AUTOMATION & AI

Streamline Service Delivery

OPEN CLOUD FOUNDATION
Power Rapid Innovation