

Survey

Mine Customer
Insights and Value
from the Source

Sharpen your competitive edge with the customer voice

For the most accurate customer feedback, top contact centers go to the source. Learn what motivated them to contact you, the quality of their interactions with your agents, the frequency of first-call resolution and much more.

NICE Uptivity Survey enhances your workforce optimization (WFO) efforts with customizable customer surveys based on your needs and existing processes. Gather the insight you need to address underlying or chronic workforce and performance issues to keep problems from escalating into serious business impacts.

Available as an on-premises solution that works with your existing phone system, Uptivity Survey lets you effectively tap customers for valuable competitive insights you can use to:

- Better understand your customers' preferences and motivations
- Identify new business opportunities and potential threats
- Improve customer interactions by aligning your quality management efforts and customer expectations

Simple. Personalized. Data-driven.

NICE Uptivity Survey deploys quickly and complements existing premise-based call monitoring systems. Easily capture the voice of the customer, then combine it with NICE Uptivity analytics to mine the most relevant information. Create as many custom surveys as you like using our web-based survey builder. Use a static set of questions—or employ skip logic for a more interactive experience.

By engaging customers in a way that encourages honest sharing of their experience with your contact center, you reap valuable information to help resolve recurring agent performance issues, reduce operating costs, streamline contact center processes, improve sales opportunities and more.

NICE Uptivity Survey provides rich, customizable functionality:

- Setup and implement surveys quickly and easily
- Capture voice feedback via built-in survey audio messages and callback information
- Report on automated post-call survey completion rates
- View survey results in real-time through our web-based reporting engine
- Filter results by date range, agent, ANI (caller ID) and other criteria
- Tie surveys to recordings and quality reports or use it as a stand-alone application
- Advanced logic allows customer responses to determine the course of the survey

Omnichannel customer surveys with world-class analytics and benchmarking

To truly understand the voice of your customer, you must gather customer experience feedback from across a range of communication channels. NICE inContact CXone Feedback Management provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities.

CXone Feedback Management empowers you to gather unbiased responses from customers on the communication channel of your choice: web, email, IVR, or SMS/text. Use this direct customer feedback to coach individual agents or entire teams. You can also compare your customer experience with industry benchmarks using technology powered by Satmetrix, co-inventor of NPS (Net Promoter Score®). Drive actionable insights with minimal effort!

Learn more about our Workforce Optimization (WFO) solutions for mid-sized contact centers at www.NICEUptivity.com.

