



NICE ANALYTICS-DRIVEN COMPLAINT MANAGEMENT SUITE

Moving the Needle from Compliance
to Customer Experience

MULTI-LAYERED COMPLAINT MANAGEMENT

Customer satisfaction issues are becoming increasingly complex, especially across multi-channel interactions. Customers expect seamless and immediate solutions, while regulators are simultaneously expanding their definitions of compliance to include a very broad spectrum of complaint management.

Nowhere is this more true than in the financial services industry, where enforcement actions can be fueled by customer complaints. More pointedly, increased consumer awareness of new avenues of redress is likely to drive a significant and rapid rise in the number of complaints.

Regulators tasked with monitoring regulation compliance, such as the Consumer Financial Protection Bureau (CFPB), are taking a strict approach in this regard. They are enforcing regulations that require companies to proactively identify complaints (even issues resolved on first contact), track them, and resolve them within a short period of time.

"I'D LIKE TO FILE A COMPLAINT."

That's pretty clear. However, actual customer complaints are rarely that straightforward.

What about, "Let me speak to your manager"? Definitely a complaint-in-progress. Right? Yet, what if it's said while the agent is in the process of concluding a successful transaction?

Sometimes, you can hear a complaint coming, as in: "That's not fair." But it may be missed if the agent is busily trying to resolve the customer's issue, if it was in the midst of a routine task, or as the agent is explaining a past interaction to the customer.

On the one hand, leaving it up to contact center agents alone can mean some complaints are not handled early enough. On the other hand, unsophisticated tools provide only limited insight into the entire customer interaction journey and common complaint paths.

Moreover, exponentially growing channels and greater regulatory scrutiny around complaints is driving the need to streamline the complaint

management process. The largely labor-based approach is costly, inefficient and unsustainable.

The next generation of complaint management must be systematic and effective in meeting the regulatory agenda, but also cost effective enough to scale and sustain over the long term.



THE NICE ANALYTICS-DRIVEN COMPLAINT MANAGEMENT SUITE,

the newest addition to our analytics environment, gathers information from all aspects of a customer's interaction, detecting and managing dissatisfaction at the earliest stages. This halts the escalation of complaints, provides agents with effective real-time guidance, and proactively addresses issues that lead to customer grievances.

The result is a streamlined customer experience, which is critical to both satisfying the demands of current regulations while simultaneously increasing customer loyalty.



DETECT



MANAGE



PREVENT



PREDICT

The NICE Complaint Management solution is a full-service platform for identifying and managing complaints, monitoring their status, generating reports and statistics, and proactively resolving customer issues at all stages.

The Complaint Management Dashboard, a virtual command center, provides a comprehensive, consistent and intuitive view of complaint issues from across the business. It is the where customer complaints are identified, evaluated, understood and resolved – quickly and efficiently.

Fueling this dashboard is a unique multi-layered set of NICE technologies and capabilities that make up a holistic Complaint Management process.

DETECT

A combination of NICE's most advanced speech, text and desktop analytics provides the foundation for intelligent Complaint Management.

- Uses the industry's first complaints lexicon (based on years of experience) for voice and text
- Incorporates data from the agent's desktop to strengthen analysis and categorization accuracy
- Automatically categorizes complaints - high risk, filed, non-escalated
- Automatically notifies a complaints officer of potential customer issues

MANAGE

The Complaints Manager provides case management system tools for establishing, viewing and managing workflows.

- Open a case file for further investigation and management
- Review transcripts or play recorded interactions directly from the case file
- Categorize individual complaints for escalation
- Track any complaint follow-up actions
- See an overview of all customer complaints on the Complaints Dashboard

PREVENT

The Complaints Analyzer can identify trends and help avoid complaints before they happen.

- Investigate the root cause of individual complaints
- Identify common issues across multiple complaints
- Correlate desktop activity, customer information, and interaction data
- Close the loop and leverage built-in corrective capabilities

PREDICT

For the customer service agent, NICE's real-time capabilities increase the precision and speed of complaint resolution.

- Automatic identification of a potential complaint triggers instant on-screen agent notification
- Real-time next-best action guidance is provided for handling the complaint
- The interaction is automatically, immediately and fully logged, expediting an effective response

THE NICE ANALYTICS-DRIVEN COMPLAINT MANAGEMENT SUITE IS PART OF CREATING THE PERFECT CUSTOMER EXPERIENCE, THE KEystone FOR PROACTIVE REGULATORY COMPLIANCE TODAY.



ABOUT NICE

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video.

NICE's solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies. www.nice.com

For the list of NICE trademarks, visit <http://www.nice.com/nice-trademarks>

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