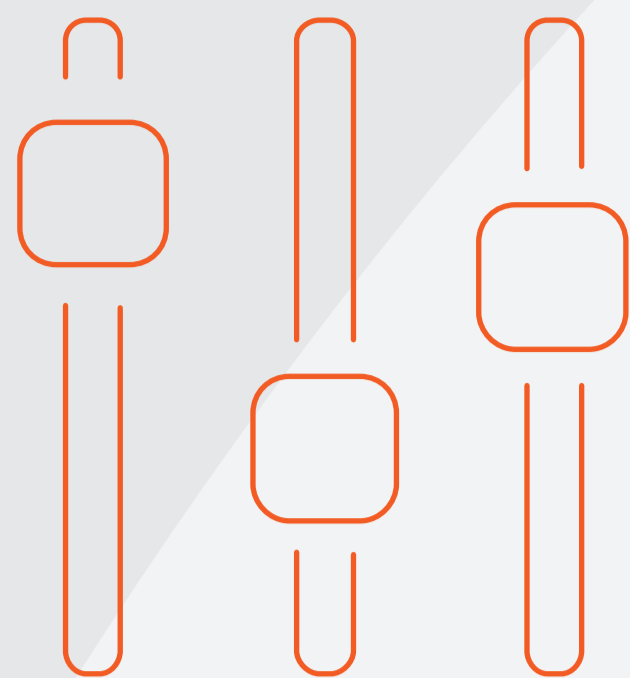


# Please Turn Down the Volume!



## A Systematic Approach to Call Volume Reduction

1 = 50,000 week Calls —  Cost\* \$1,498,000

With  
**NICE Call Volume Reduction Solutions**

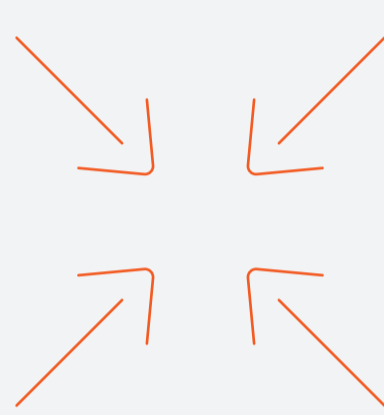
- ✓ Eliminate repeat calls
- ✓ Predict and prevent the next call
- ✓ Optimize use of self-service channels

\* Based on an avg. of \$4.28 per call, US Contact Center Decision-Makers' Guide, 2012

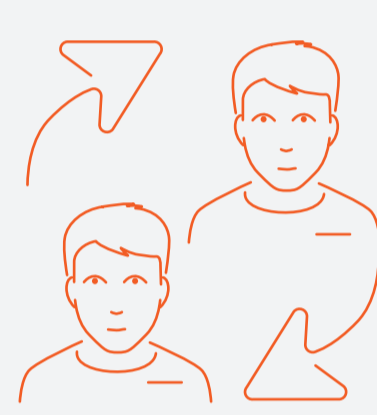
## The Impact of Reducing Call Volume



Decrease Operational Costs



Reduce Customer Effort



Improve Customer Loyalty

## Call Volume Reduction in Action

One of the world's largest Insurance companies  
**Reduced repeat calls by 24%**

A global US based Telco  
**33%** Increase in first contact resolution rate and  
**1/3** reduction in care operation costs

A leading South America contact center service provider  
**10%** increase in first contact resolution rate

## Leveraging Advanced Capabilities



### Transaction Analytics

Sequence customer events across touch points such as web visits, payments, account changes, branches



### Interaction Analytics

Find out why your customers are calling and the root cause of repeat calls



### Customer Journey Visualization

Gain visibility to your customers' journey across channels



### Predictive Analytics

Identify patterns in your customers behavior, predict their needs before they call



### Performance Management

Empower employee engagement, focus on the right people and behaviors to drive call volume reduction



NICE is helping organizations get closer to their customers.

Only when you're close to your customers, can you address their needs efficiently in every interaction across the customer journey, and proactively anticipate future needs.

NICE is used by more than 80 of the Fortune 100 companies.

Visit [www.nice.com](http://www.nice.com)

for more information about our solutions.