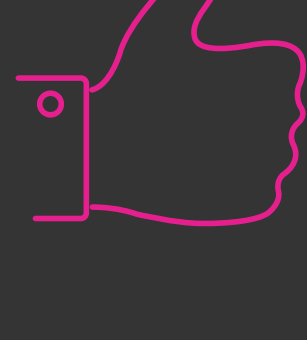


Do contact centers have what it takes to get on customers' good side?

89% of companies expect to compete on customer experience



Source: Gartner

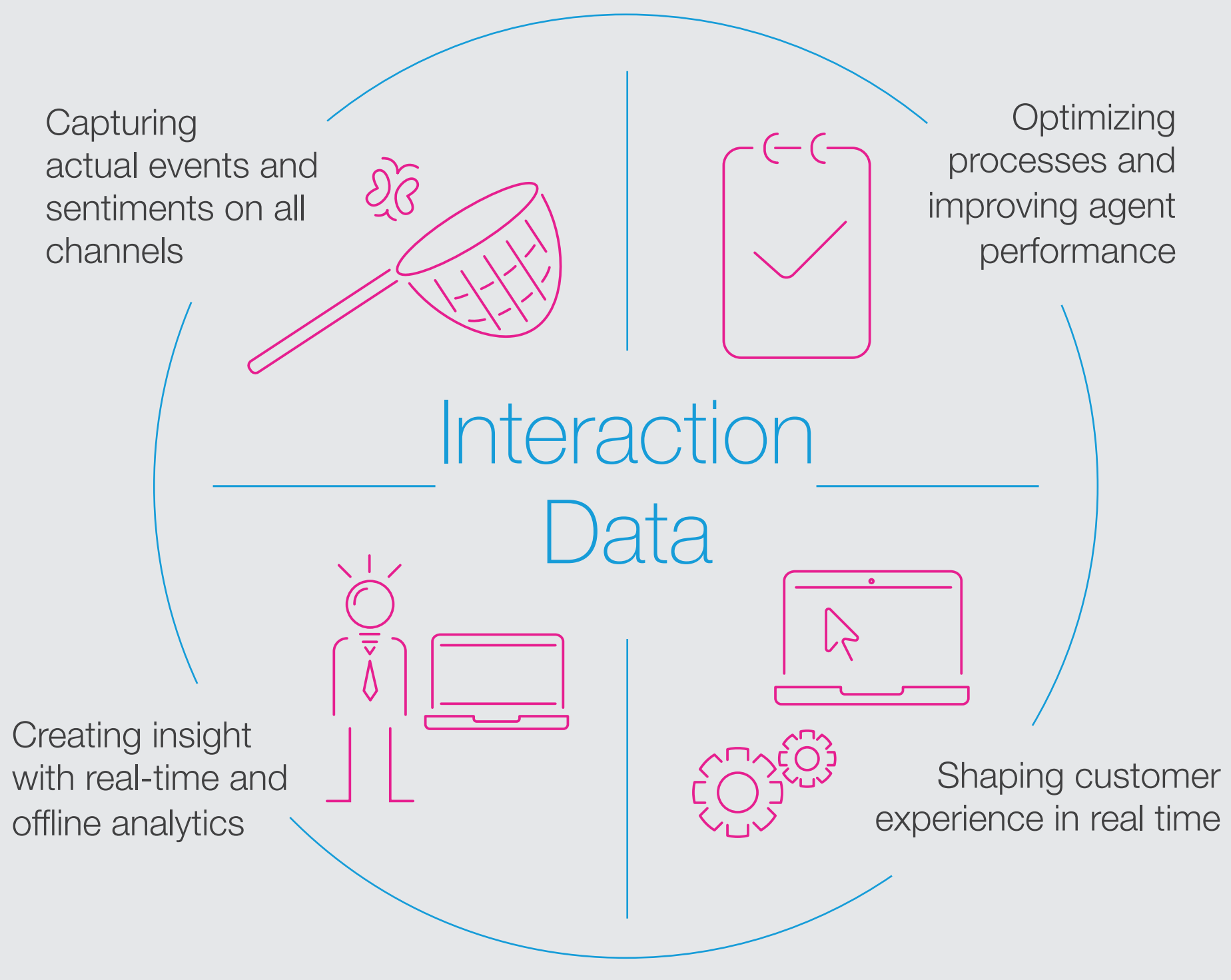


2015 Experience rating declined in most industries

Only 27% of organizations say customer experience efforts are effective



Contact centers turning to interaction data to break the trend



Do contact centers have what it takes?



Strong

- ⇒ Multichannel: voice, video, screen, text
- ⇒ High capacity analytics
- ⇒ High analytics accuracy

Simple

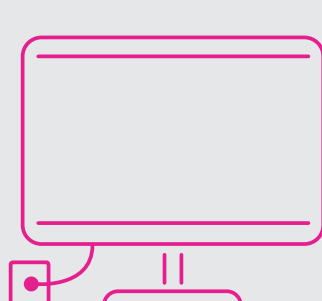
- ⇒ Easy and intuitive
- ⇒ 1-click actions
- ⇒ Do-it-yourself approach

Real-Time

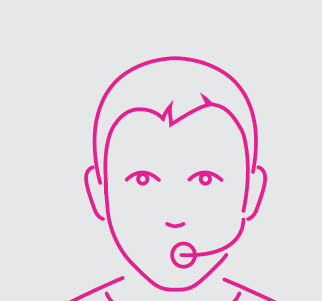
- ⇒ Identify issues as they occur
- ⇒ Personalized agent guidance in real time

Contact Center Recording Platform

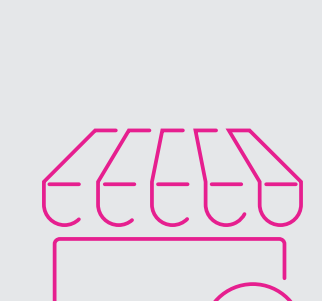
Contact centers see tangible results



Cable Company: Real-Time Speech Analytics
6% Average holding time reduction
10% CSAT increase



Leading European Telco: Real-Time Authentication
40sec
The entire authentication process eliminated, saving 40 seconds on each call



E-Commerce Company: Interaction Analytics
90% Rise in Net Promoter Score in 2 years
4% CSAT rise Year-on-year

NICE AIR and Engage help you leverage interaction data to get on customers' good side.

Visit

www.nice.com/engage/cross-channel-interaction-recording to discover why more than 80 of the Fortune 100 companies choose NICE