

# SEE THE VALUE OF NICE INTERACTION ANALYTICS

## HANDLE TIME ANALYTICS

WHO



One of the world's largest **Airline**

HOW



Focusing on agents with **long calls**

WOW!



**38% AHT**

## FIRST CONTACT RESOLUTION ANALYTICS

WHO



A major **Insurance Company**

HOW



**Minor changes** in the agents' call script

WOW!

**24% repeat calls**



## SALES EFFECTIVENESS ANALYTICS

WHO



The world's largest **Web-Hosting Company**



HOW

**Identifying** best practices for optimizing sales opportunities

WOW!



**15%** in revenue per agent resulted to **\$ 4.5M** in revenue

## VOICE OF THE CUSTOMER ANALYTICS



WHO

A huge **e-commerce contact Center**

WOW!



HOW

**Understanding** CSAT drivers

**90% NPS**

**in 2 years**

## COMPLIANCE ASSURANCE ANALYTICS

WHO



A leading **Financial Institute**

HOW



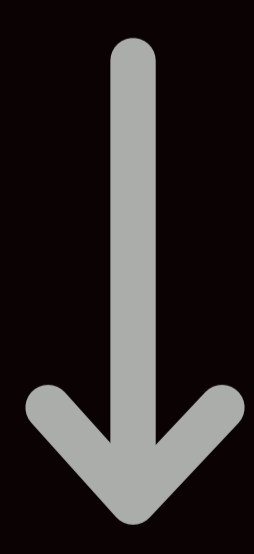
**Identifying** potential escalation during interactions

WOW!



**70%** customer complaints in just **8 months**

## POWERFUL BUSINESS IMPACT



**Reduce** Call volume



**Optimize** Handle time



**Improve** Customer satisfaction



**Enhance** Regulatory compliance



**Increase** Cross-sell & up-sell

## PROVEN SOLUTION AND SERVICE



**Market Leader** for 6 Consecutive Years



**Winner of STAR Award** for Professional Services Excellence in Enabling Customer Success



**Winner of Speech Technology Excellence and Implementation Awards**