

Orchestrating a brighter world

**NEC**

Faster issue resolution and  
freedom from mundane tasks

# CX Plus: Automation and AI



[nec.com.au](http://nec.com.au)

# CX Plus Automation and AI

Free your team from the mundane tasks that inhibit delivery of exceptional customer experience

CX Plus Automation and Artificial Intelligence streamlines service delivery, providing fast resolution of customer issues and eliminating “busy work”.

## Streamline service delivery

CX Plus Automation and Artificial Intelligence streamlines service delivery, providing fast resolution of customer issues and eliminating mundane tasks, releasing you from busy work that inhibits innovation. With automatic completion of routine customer interactions and after contact work, your team can focus on providing personalised service that leads to better business outcomes.

The AI functionality of CX Plus covers the entire agent and customer experience, including enhanced AI self-service bots, forecasting, scheduling solutions, and more.

EXECUTES



MONITORS



Faster issue resolution and freedom from mundane tasks

MANAGES





## Provide intelligent self-service

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Give customers the tools they need to find immediate answers

- ⊕ Empower your customers.
- ⊕ Provide fast, proactive support.
- ⊕ Offer the right information at the right time.
- ⊕ Resolve customer issues quickly, improving first-call resolution metrics.

- ⊕ Link core contact centre metrics to workforce strategy.
- ⊕ Act quickly on automatic alerts based on real-time information.
- ⊕ Adapt quickly to changing conditions in your contact centre.
- ⊕ Define the right parameters to achieve the right results.

## Reduce manual interventions and monitoring

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Use perceptive, always-on technology to monitor contact centre activity.



## Reduce after contact work

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Save your agents for more complex issues requiring a human touch

- ⊕ Retain high-performing agents, allowing them to create revenue and build brand loyalty.
- ⊕ Focus on customer service, not on low-level tasks.
- ⊕ Reduce handle time and after call work.



# CX Plus

## Automation and AI

### Choose the right technology at the right time

- ⊕ Choose self-service or agent-assisted service options for a fully-customised, interchangeable experience, as business needs change.
- ⊕ Automate low-level interactions to immediately satisfy customer needs, while allowing agents to focus on high-touch service.
- ⊕ Feature exceptional service representatives front and centre to create better customer experiences.

#### About CX Plus

CX Plus is the world's #1 cloud-based customer experience and workforce engagement solution. Powered by NICE inContact's CXone platform, it helps organisations of all sizes be first and stay first, empowering your teams to move faster and work smarter. It is the only platform unifying best-in-class Omni-channel Routing, Analytics, Workforce Optimisation, Automation and Artificial Intelligence, all built on an Open Cloud Foundation.

Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by easily implementing routing and interactive voice response changes. It integrates with leading CRM and PABX platforms and is often deployed in a matter of days. Furthermore, it's the only cloud contact centre platform recognised as a market leader by Gartner, Frost & Sullivan, Ovum, IDC and DMG.

To learn more about CX Plus visit [nec.com.au](https://nec.com.au), or if you are reading this on you preferred device; click on the buttons below to download additional brochures.

 CX Plus Overview

 Analytics

 Automation and AI

 Omni-Channel Routing

 Open Cloud Foundation

 Voice as a Service

 Workforce Optimisation

## For more information:

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