

\Orchestrating a brighter world

NEC

Consolidated reporting and
analytics for your contact centre

CX Plus: Analytics



CX Plus Analytics

5 benefits CX Plus Analytics will bring to your business

1. Create a data-driven culture in your contact centre.
2. Gain insights from every interaction.
3. Deliver actionable intelligence for everyone.
4. Get meaningful results immediately.
5. Transform one-on-one experiences in the contact centre.

Turn insights into results

CX Plus Analytics is a consolidated reporting and analytics solution. It turns insights into results by making data relevant, easy to consume, and actionable, allowing you to drive measurable improvements and understand the experience customers receive.

Create a data-driven culture that fosters better decision making at all levels to achieve employee productivity, customer satisfaction, and other strategic business goals.

CX Plus combines historical and real-time information, is easily customised, and simplifies and secures access to data. This enables the delivery of information tailored to specific contact centre roles (executive, manager, supervisor, business analyst, and agent) in a way that is both useful and easy to use.

Create a data-driven culture in your contact centre



Analytics

- ⊕ Analyse every interaction to get a complete view of operational trends and agent performance.
- ⊕ Uncover what drives positive and negative business outcomes to continually improve performance.
- ⊕ Increase customer retention by detecting dissatisfaction, even when customers don't tell you.
- ⊕ Mitigate risk by ensuring that legal and compliance procedures are being followed.

- ⊕ Get value out of the box with more than 50 pre-built reports covering typical contact centre reporting requirements.
- ⊕ Use custom reports to address unique business reporting needs with over 180 predefined metrics and fields.
- ⊕ Provide external reporting systems direct access to summary and detail level data via a secure real-time connection.



Reports

- ⊕ Create a culture of high performance and accountability with real-time visibility.
- ⊕ Provide actionable information to all levels of your organisation; from executives to agents.
- ⊕ Inspire employees to self-improve performance and align their efforts with the organisation's goals.
- ⊕ Drive agent engagement and empowerment with gamification and collaboration.



Performance Management

Drive decisions with data

Make data useful for everyone to create a data-driven culture - improving the speed and outcome of decisions


- ⊞ Understand and target the actual drivers of business outcomes, like customer satisfaction, to create real improvement that sticks.
- ⊞ Increase profitability and reduce misdirected expenditures by quantifying areas for potential savings or investment that happen most often or have the largest impact.
- ⊞ Ensure that you are using the most relevant data to help the entire organisation make informed decisions.



Get information from your unstructured customer interactions that you can use to improve

- ⊞ Increase customer satisfaction by analysing every interaction to get a complete view on where improvement is needed and what needs to be done.
- ⊞ Accelerate agent performance by identifying improvement opportunities personalised to individual agent needs.
- ⊞ Reduce compliance risk by detecting non-compliant actions quickly and resolve them proactively before issues escalate.

Gain insights from every interaction



Deliver
actionable
intelligence
across your
business

Turn raw data into information that is relevant and easy to understand for all job levels, while maintaining appropriate security controls

- ⊞ Provide data to everyone that is relevant to their roles and clear to interpret.
- ⊞ Access data directly in real-time for use by business intelligence tools.
- ⊞ Point-and-click to customise and tailor reports to exactly fit your business needs.
- ⊞ Mitigate security risks while providing everyone the information they need.

Get meaningful results immediately

Standard reports and dashboards, common user security profiles, and integrated data sources are ready to go from day one

- ⊞ Gain value out-of-the-box with pre-defined reports that are designed to provide typical contact centre performance metrics, are visually optimised, and easy to share.
- ⊞ Lower administration costs by having users, security, and other tasks centralised in a common portal.
- ⊞ Eliminate the efforts of implementing and maintaining data connections to third-party ACDs and other systems.



CX Plus Analytics

AIU 1,822 (-35)	HJI 20,369 (+580)	WWE 890 (-20)	PLD 6,350 (-200)	EER 10,985 (+580)	QRT 665 (-15)	OPY 6,800 (-115)
MBC 3,605 (+210)	LJH 9,542 (-128)	MJB 2,609 (+35)	PON 7,654 (+169)	NFR 6,522 (+122)	UGH 1,632 (-54)	OMJ 3,652 (+182)
YBV 3,204 (-33)	CMN 5,211 (+156)	MMJ 7,100 (-60)	IIT 7,150 (-150)	KLM 782 (+74)	CCX 1,901 (+101)	EMH 3,280 (-120)
MBB 3,320 (-120)	WFF 712 (+12)	HJM 134 (+5)	QLC 2,022 (-18)	LSD 631 (+40)	SDH 6,287 (-57)	GHS 12,630 (+330)

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, or if you are reading this on your preferred device; click on the buttons below to download additional brochures.

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