

Designing exceptional customer experience

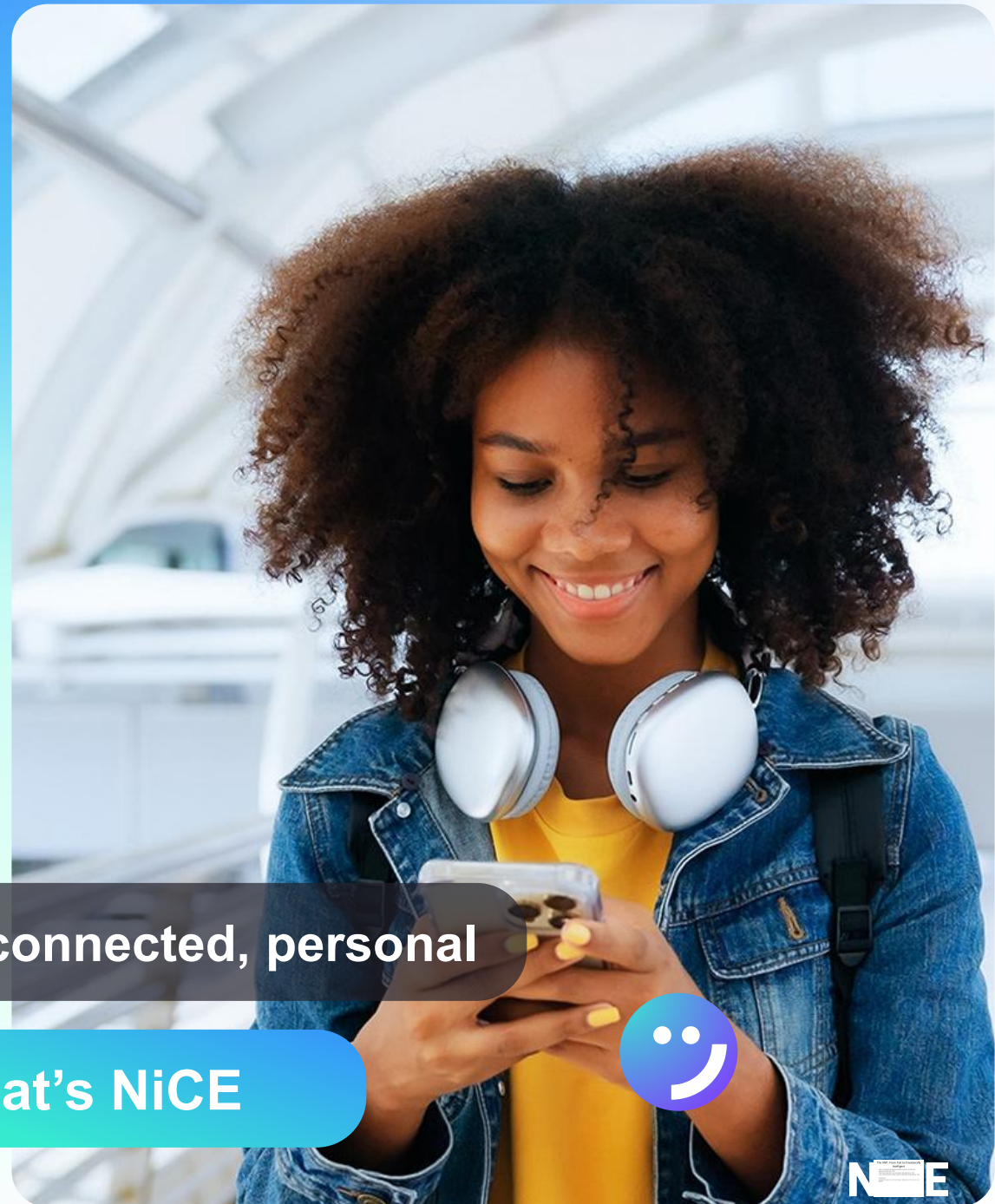
Jason Griffin
NiCE Senior Portfolio Solution Engineer

Seamless, connected, personal

That's NiCE



NiCE





Seamless, connected, personal

No matter where, or how

That's so NiCE!



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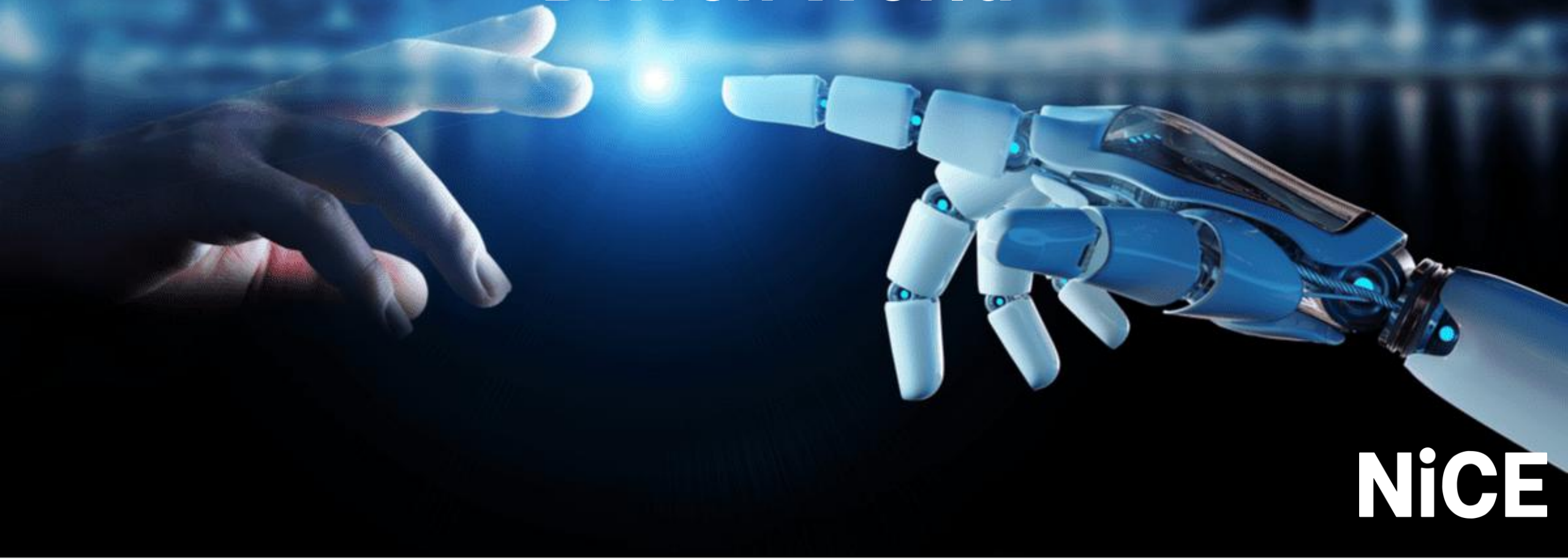


Create a NiCE world



- According to a report by Qualtrics, consumers are:
 - **2.6× more likely to purchase again if wait times are “satisfactory”**, and
 - **3× more likely to recommend** a brand when first-call resolution happens
- The same report found:
 - **53% of bad experiences result in customers cutting their spend**
- Research from MaxContact found:
 - **42% of consumers have switched providers** because of poor contact-centre experience, and
 - **55% abandon calls** when wait-times get too long

Amplifying the Human Touch in an AI-Driven World



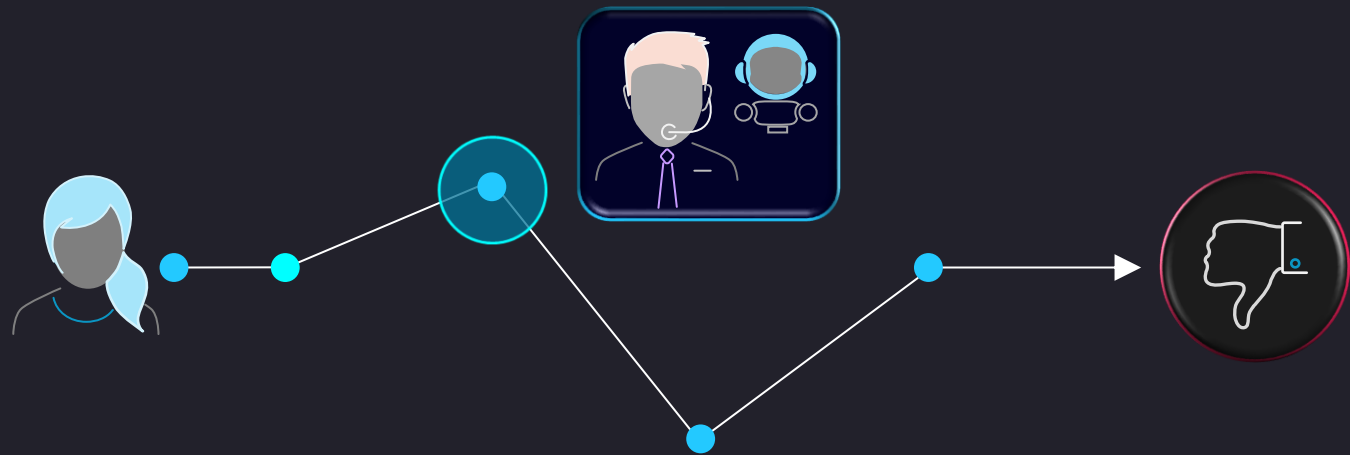
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Let AI be a part of your customer experience transformation

Customers are always changing and that means your contact center will have to as well. AI can not only help you keep pace with this change, it can help you stay ahead of the curve. By using it to tighten up back-end processes, you'll improve quality, boost performance, and keep agents engaged – and give your customers the experience they deserve.



Copilot in Action – Sentiment & Knowledge



Real-Time Summary

Customer Sentiment

Next Best Response

Additional Capabilities

Journey Summary

Process Steps

Transfer Summary

Task Assist Helper

Custom Prompts

App Space

Customer had questions about their first bill being higher than expected. They wanted to enroll in autopay

Customer Sentiment

Customer is frustrated and overwhelmed about overages on her bill and upgrading.

Overages on Your Bill

Your first bill includes a prorated amount from your activation date to your bill pay date, a charge for the next month of service and any activation, installation, or one-time fees.

Check your bill for these charges to understand the discrepancy.

Web Links (3)

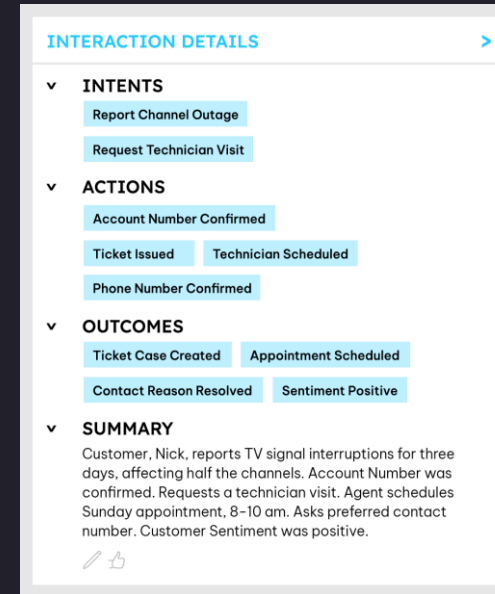
Images (3)

How can I help?

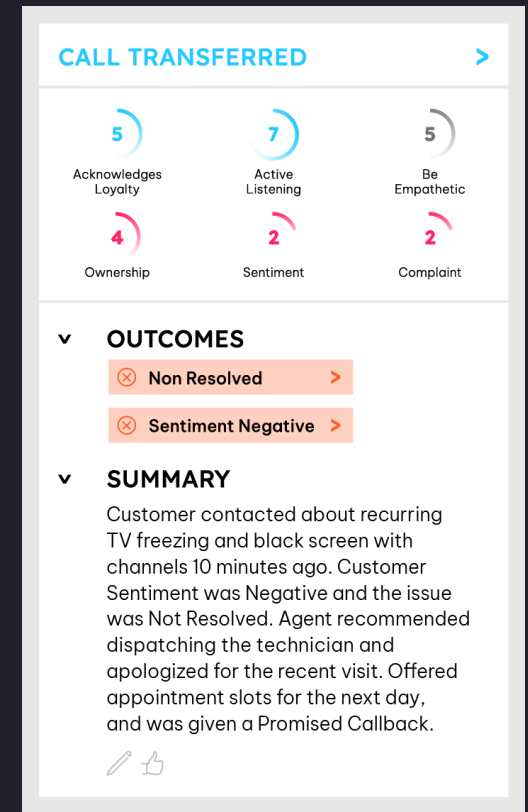
Automate agent notetaking

Analyse trends in Interaction Analytics

- Quickly understand the interaction context without reading the transcript or listening to a call
- Capture summary intents, actions, and outcomes (with sentiment) available in seconds for next agent including transfers
- Summaries available along with behavioral and next best action guidance in the same screen with RTIG



Agent browser-based summary that they can edit (option)



AutoSummary with Real-time Interaction Guidance (option)

Interaction Analytics AutoSummary view

Media Type	Start Time	End Time	Agent	Supervisor	Disposition	Disposition ID	Media File Name	Contact Reason Code	Events
Audio	07/11/2023, 4:19:02 AM	07/11/2023, 4:19:02 AM	Charles Hagen	Jan Freely	-1.78	1100140	00000704-00000704.m4a	Requesting Agent Tech Visit	Customer
Audio	07/11/2023, 12:00:00 AM	07/11/2023, 12:00:00 AM	Charles Hagen	Jan Freely	-1.78	1100127	00011449-00011449.m4a	Requesting Agent Tech Visit	Customer
Audio	07/04/2023, 12:00:00 AM	07/04/2023, 12:00:00 AM	Charles Hagen	Jan Freely	0.39	1100179	00002118-00002118.m4a	Requesting TV Channel Issue	TV Channel
Audio	07/05/2023, 12:00:00 AM	07/05/2023, 12:00:00 AM	Charles Hagen	Jan Freely	4.79	1030100	00000004-00000004.m4a	Requesting Internet Issues	Internet
Audio	07/01/2023, 12:00:00 AM	07/01/2023, 12:00:00 AM	Charles Hagen	Jan Freely	0.39	1100192	00000004-00000004.m4a	Requesting TV Channel Issue	TV Channel
Audio	07/05/2023, 12:00:00 AM	07/05/2023, 12:00:00 AM	Charles Hagen	Jan Freely	-0.38	1100166	00000447-00000447.m4a	Requesting TV Channel Issue	TV Channel
Audio	07/01/2023, 3:48:10 PM	07/01/2023, 3:48:10 PM	Charles Hagen	Jan Freely	0	899681	00007003-00007003.m4a	Requesting TV Channel Issue	TV Channel
Audio	07/07/2023, 12:00:00 AM	07/07/2023, 12:00:00 AM	Charles Hagen	Jan Freely	4.79	1100153	00000004-00000004.m4a	Requesting TV Channel Issue	TV Channel
Audio	07/12/2023, 12:00:00 AM	07/12/2023, 12:00:00 AM	Charles Hagen	Jan Freely	4.79	1030225	00000004-00000004.m4a	Requesting TV Channel Issue	TV Channel
Audio	07/09/2023, 4:40:47 PM	07/09/2023, 4:40:47 PM	Charles Hagen	Jan Freely	0.07	1030293	000175-000175.m4a	Requesting TV Channel Issue	TV Channel



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Thank You

NiCE | COGNiGY

Unleash AI Reimagine CX

Virtual Launch Event | November 13, 2025

11:00 AM GMT

Register now

