NICE · CXone

Contact Tracing Checklist

Contact tracing plays a significant role in our ability to slow the spread of the COVID-19 virus. State and local government agencies have scaled up and trained a large workforce to facilitate effective contact tracing. Increasingly, many colleges and universities are also exploring campus-based contact tracing efforts in order to bring students back to school. Ensuring that your contact center is equipped with the technology to drive proactive outreach to citizens will help you quickly meet this critical need.

CXone facilitates contact tracing by providing an intuitive, quickly deployable and scalable platform for agencies that are serving on the front line in the fight against this global pandemic. CXone is already being trusted by front line agencies in states, counties and cities across the US to manage the ground swell of call volume and enable a rapid work-from-home environment that is occurring as a result of the pandemic.

CXone ACD: ACCELERATE OUTBOUND EFFORTS, EFFICIENTLY MANAGE INBOUND CITIZEN INQUIRIES

The CXone ACD is an omnichannel routing engine that helps government agencies and educational institutions intelligently distribute voice and digital interactions from a universal queue for inbound and outbound voice and 30+ digital channels including email, web chat, messaging platforms like WhatsApp, Twitter Messaging, Facebook Messenger, Text/SMS, Social Media and Mobile Apps. CXone is a proven cloud contact center platform that can be rapidly deployed and is playing a significant role for agencies looking to scale contact center operations in the fight against COVID-19.

CXone IVR: CUT YOUR COST-PER-CALL WITH INTERACTIVE VOICE RESPONSE

CXone IVR drives down cost by enabling citizens to choose self-service or agent assistance. Callers can quickly respond to basic questions like "have you been out of the country in the last 14 days," "have you been in contact with someone who has been diagnosed as positive for COVID-19?" This will accelerate capture of data while freeing agents to service citizens that require personal attention.

MASTER COMPLIANCE WITH AUDIO AND SCREEN RECORDING PRO

Secure voice and screen recording for audio and digital channels helps you meet HIPAA and PHI standards, including encryption, automated and on-demand masking, consent-based recording, extensive retention options, and Key Management. Easily search, retrieve, and monitor recordings in an intuitive interface.

BENEFITS

- Keep agents remote and safe with a cloud native contact center built for work-from-home and virtual contact centers

- Move fast to support citizens and students through the pandemic adding SMS and digital to contact tracing efforts

- Keep teams productive and ensure agent performance with built in coaching and performance tools

- Add features to support contact tracing while keeping budgets in check

- Allow agents to handle more proactive outreach and inbound inquiries to respond and communicate more efficiently

Contact Tracing Readiness Checklist

NICE CXone provides resources to government agencies and educational institutions in order to enable rapid deployments of CXone through the pandemic. Our team will provide resources to expedite connectivity, end user testing and agent training on the CXone platform. The following questions represent a basic checklist to accelerate your CXone deployment:

✓ Connectivity—what do you envision for cloud connectivity?

✓ What self-service strategies do you want to explore to manage the call volume, (e.g, 80% of first contact will be an outbound automated call or SMS)?

✓ How will you authenticate with your citizens if they've been in touch with a positive contact?

✓ What phone number will you use?

✓ What inbound and SMS numbers do you own or need?

✓ What other channels besides inbound and outbound voice channels do you need?

✓ What backend CRM will you be using to track positive contacts and potentially infected citizens?

✓ How will you ensure HIPAA compliance?

✓ What questions do you need to ask your citizens?

  • Positive Test

  • Data collected from user (who, where, #s of potential contact, etc).

  • Who do you need to engage in your department of health?

GAIN GREATER VISIBILITY WITH CXone WORKFORCE MANAGEMENT

Optimize agent performance with Workforce Management Pro (WFM). WFM is an AI-enabled, omnichannel forecasting and monitoring tool that drives productivity and efficiency in government agency and education contact centers. Empower agents and supervisors with automated workflows and self-managed schedule requests. Optimize intraday performance. And eliminate manual processes.

ENHANCE AGENT INTERACTIONS WITH QUALITY MANAGEMENT PRO

Ensuring accurate data capture as well as expedient and positive user experience starts with better agent interaction. Now you can give your agents more relevant feedback by automatically analyzing each interaction based on category, sentiment and user-defined keywords and phrases. Simplified dashboards let you fast-track your quality program while reducing evaluation time.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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Make experiences *flow*