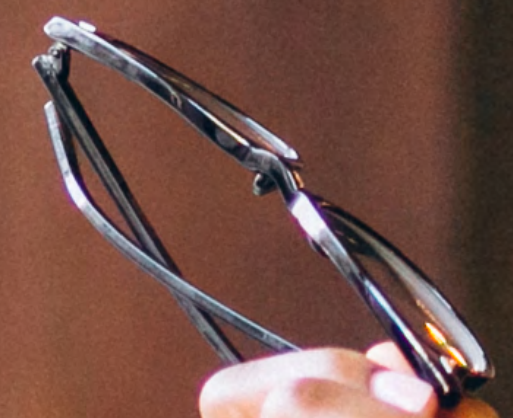
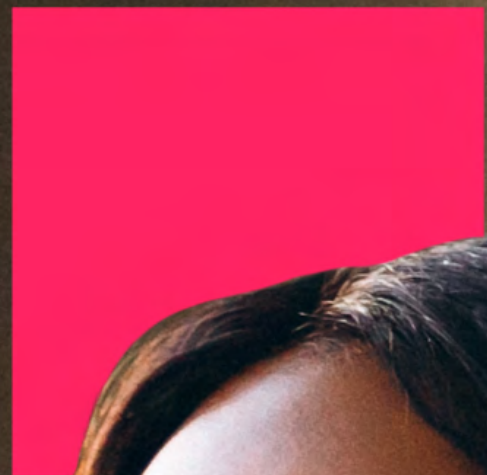
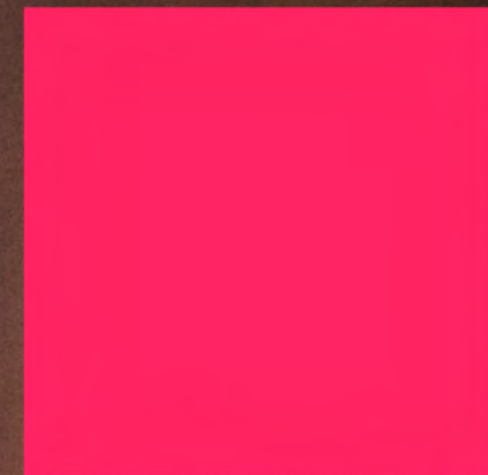


WHY DO MORE
SUCCESSFUL
BUSINESSES
CHOOSE
NICE CXone?



Don't settle for just any call center replacement

Unpredictable market conditions, growing customer expectations and creeping customer service costs may be exposing the cracks in your aging call center.

If your contact center is more than five years old, you likely struggle with extremely poor reporting, cumbersome digital channel support, inefficient call handling, inadequate call monitoring, and duct-tape integrations with your CRM and other systems. All of this takes a heavy toll on performance and results in higher labor and operating costs.

These companies invested in a new kind of contact center—one that eliminated limitations and unlocked incredible possibilities.



Why successful businesses choose NICE CXone

Empowered teams, now using new powerful tools once out-of-reach, work more efficiently to lower costs and better customer experiences to acquire and retain more customers.

Empowered teams deliver powerful results

Empower agents by: building confidence through effective training and individualized coaching; reducing complexity by offering a single, easy-to-use desktop that delivers a single omnichannel work queue, CRM-connected customer card, real-time AI-assisted coaching, and process automation; instilling motivation using performance enhancing gamification; and maintaining healthy work-life balance with work-from-home and schedule self-management options.

Empower managers to: observe operational insights; make and measure improvements using tools that were once out of reach; easily make administrative and configuration changes; assess KPIs and view pre-built and custom reports; easily monitor calls and use AI to identify potential CSAT issues; design, deploy, and measure training; optimize staffing using advanced forecasting and schedule management tools; and use customer feedback to understand and benchmark performance using customer sentiment.

Great customer experiences start with easy and end in satisfaction

Inbound interactions can start with self-service AI-bots or custom IVR flows and easily transition to one-on-one conversations or be directly AI-routed to the best agent all across voice and/or 30+ digital channels.



Outbound teams will have more productive and TCPA-compliant engagements using our unique CRM-integrated Dialer. Campaigns are more effective because CXone Dialer removes the awkward connection pause and gives teams more options for engaging contacts using preferred outbound digital channels.

All-in-one

One affordable, complete, cloud CX platform with expert lifetime customer care programs all from one **recognized leader**—NICE CXone.



SUCCESS STORY

Extra Space Storage dials up sales with NICE CXone & Salesforce CRM

Learn more about how CXone enabled consolidation and cost savings for 115 agents on a unified cloud platform.

Challenge

Extra Space storage had a goal to double its footprint in five years. “We were using an outsourcer because, in our industry, it’s imperative that customer calls be answered by a live person. Otherwise, callers go to the next self-storage company in the phone book and we lose the sale,” said Chris Spear, Extra Space Storage Director of Program Management. “But our service had no way of knowing whether the caller had phoned before or was already a customer, outsourcer appointments sent by email sometimes didn’t get retrieved before the customer showed up to see a unit, and so on. We really wanted to improve the customer experience as well as our ability to track all customer contacts.”

Solution

The plan called for outfitting a 50-seat contact center from scratch in an office building 20 minutes from the company’s Salt Lake City headquarters. NICE CXone eliminated the need to purchase and maintain expensive installed phone switches, automatic call distributors, interactive voice response systems and related components, saving tens of thousands of dollars in capital investment as well as ongoing building infrastructure, maintenance and replacement costs over conventional contact center packages. The NICE CXone/Salesforce combination quickly proved to be more than worth its weight in stored household goods. In the first eight months after rollout, Extra Space Storage nearly doubled the percentage of prospect phone calls that resulted in reservations.



NICE CXone Solutions

- CXone Omnichannel Routing
- CXone Email
- CXone Personal Connection
- CXone Reporting
- CXone Open Cloud Foundation



Results Achieved

- 17% reduction in average handle time (AHT)
- 50% reduction in abandoned calls
- 8% increase in average service levels
- Over \$400,000 in annualized cost savings



About Extra Space Storage

Extra Space Storage is the second largest operator of self-storage facilities in the U.S. Since we were founded in 1977, we have taken the storage industry by storm. In the last five years, we added 4.6 billion dollars in new acquisitions to our national portfolio.



SUCCESS STORY

OneSource Virtual boosts performance, realizes savings with CXone

Learn more about how CXone helped OneSource Virtual to improve customer experience by improving important service KPIs.

Challenge

OneSource Virtual was using an on-premises system that negatively impacted customer service. The system frequently dropped calls, and the company received many customer complaints about long hold times, call hang-ups and poor quality. The team was busy responding to negative surveys daily. During open enrollments, when they could take up to 30,000 calls, the old system couldn't handle the increased volume. The system also had limited reporting and lacked skills-based routing, callback functionality, and workforce management capabilities. With an on-premises solution, if a disaster occurred, it was a complex and lengthy process to move agents to an alternate location to continue answering calls.

Solution

Given these challenges, OneSource Virtual selected NICE CXone because of its ease and simplicity. They also like CXone's callback and quality assurance features. With CXone, OneSource Virtual easily meets SLAs, thanks to a 27% reduction in average speed of answer. OneSource Virtual also improved the customer experience by using CXone Feedback Management for post-call surveys. In addition, OneSource Virtual optimized its head count using CXone Workforce Management for forecasting and scheduling. Finally, CXone also revolutionized OneSource Virtual's reporting by now getting real-time reporting that helps them make better business decisions, and share reports with executive team and customers."



NICE CXone Solutions

- CXone Omnichannel Routing
- CXone Workforce Management
- CXone Quality Management
- CXone Feedback Management
- CXone Screen Recording
- CXone Reporting



Results Achieved

- SLA penalty reduction
- Reduced average speed of answer by 27%
- Decreased handle time by 15%
- Reduced time to create monthly forecasts by 94%
- Increased perfect scores on post-call surveys by 500%
- Improved quality scores by 25%
- Reduced abandonment by 9%
- Optimized seasonal head count



About Extra Space Storage

Founded in 2008, OneSource Virtual is a pioneer in Business Process as a Service (PBaaS). The company operates exclusively within the Workday ERP system to help customers meet their HR and finance needs through application, financial, human capital and professional services management.



SUCCESS STORY

DentalPlans.com realizes gains in efficiency, savings & satisfaction with NICE CXone

Learn more about how CXone helped DentalPlans.com to accelerate growth by transitioning from a BPO and bring their contact center in house.

Challenge

DentalPlans.com has carved out a fast-growing niche, acquiring nearly one-third of its 340,000 members in just the last three years, with no slow-down in sight. The 110-agent contact center is a major contributor to the company's growth, handling 1.1M outbound calls annually that generate membership sales and renewals. Provider- and customer-care teams also handle 400k inbound calls a year.

Solution

DentalPlans.com wanted to bring everything in-house, but cost seemed like a barrier. But after consulting with the NICE CXone team, they decided to pull the trigger.



NICE CXone Solutions

- CXone Omnichannel Routing
- CXone Email
- CXone Personal Connection
- CXone Reporting
- CXone Open Cloud Foundation



Results Achieved

- 17% reduction in average handle time (AHT)
- 50% reduction in abandoned calls
- 8% increase in average service levels
- Over \$400,000 in annualized cost savings

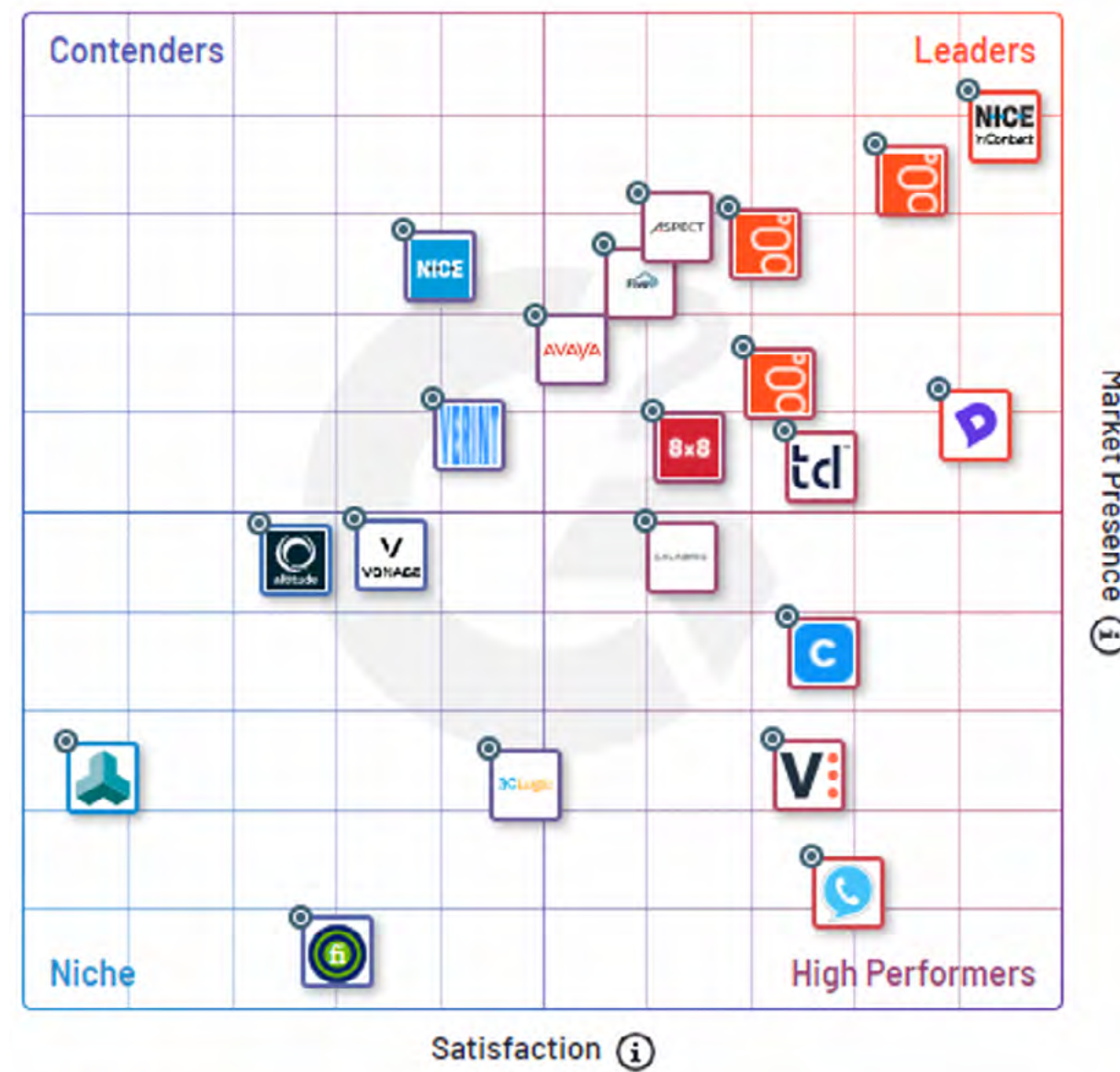


About Extra Space Storage

DentalPlans.com has created a growing niche in dental care by marketing dental savings plans to U.S. consumers as an affordable alternative to dental insurance.



NICE CXone is recommended by more growing businesses like yours



G2 Grid® Scoring



NICE CXone is the highest ranking contact center product in G2's "Best Enterprise Products for 2021" list.



NICE CXone is the highest ranking product in G2's "Best Customer Service Products for 2021" list.



NICE CXone is the highest ranking contact center product in G2's "Top 100 Software Products for 2021" list.



Try CXone live in your contact center for 60 days. Free.

We've made it fast, easy and risk free.

Moving to an all-in-one, cloud contact center has never been easier. We've made it simple and risk free for your business to try CXone live in your contact center for 60 days. Free of charge.

The contact center platform that grows with you.

- Improve customer service with convenient voice and digital channel access
- Make continuous performance improvements with KPI-rich reports and dashboards
- Enjoy ongoing success with expert services for turn up, education and advice

Fast, free turn-up to advanced apps within three weeks.

WEEK 1

Agile Omnichannel Service

- ACD & IVR
- Calls, Chats & eMail
- Integrated Softphone
- Voice Recording
- CRM Integration

WEEK 3

Agent Performance & Compliance

- QM and Analytics
- Performance Management
- Screen Recording

ALWAYS

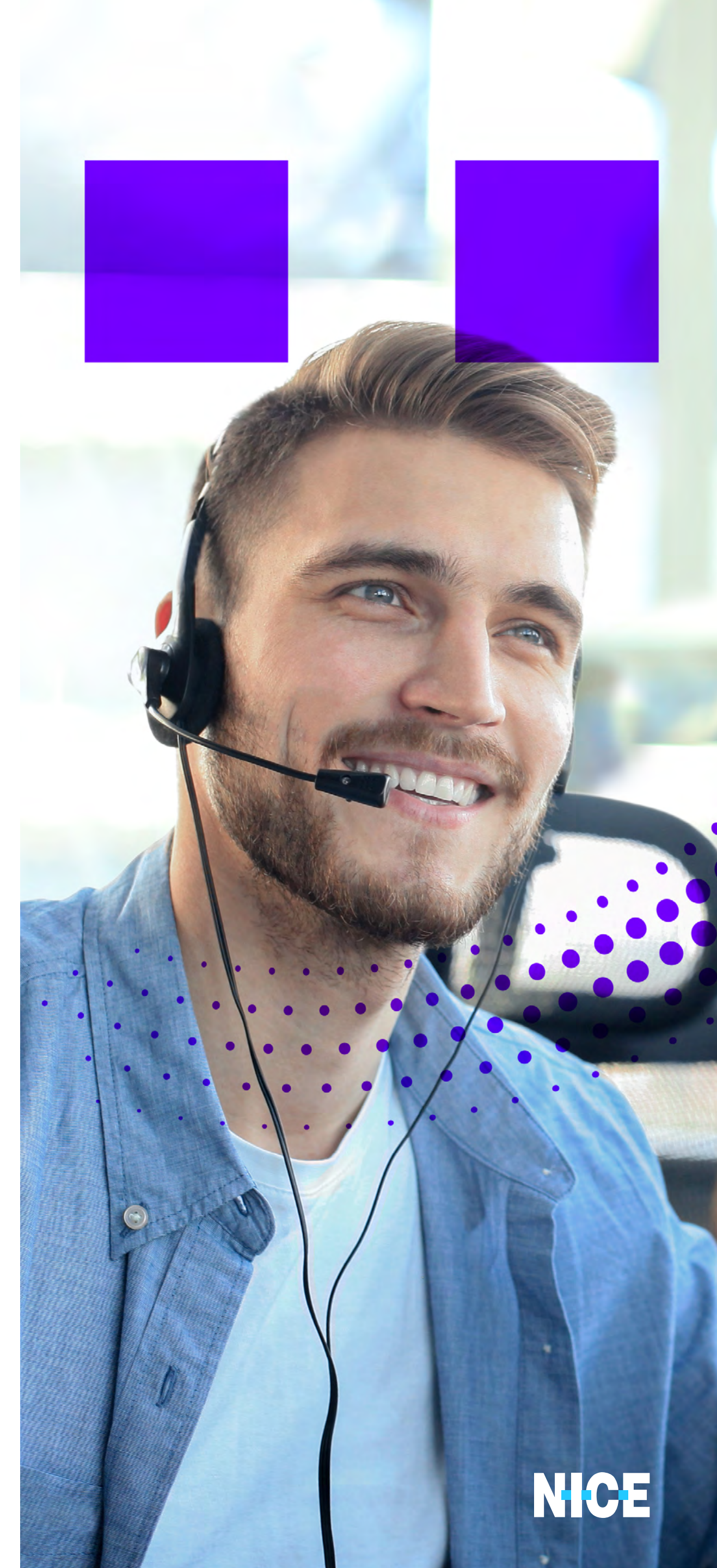
White Glove Service

- CXsuccess Package
- Education & Onboarding
- Customer Success Advisor

No upfront costs. Implementation, software, support and training are all free if canceled within 60 days. Other terms and conditions apply.



NICE



What Will Be Your Success Story?

[Start my free trial](#) >

Absolutely free for 60 days. Fully functional. No credit card required.

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.

www.nice.com 

NICE