

Higher Education

NICE CXone puts contact centers on the dean's list for higher education

Now more than ever, colleges, universities and other higher education institutions find themselves needing to meet the demands and expectations of a well-informed constituency. Whether it is current student body, prospective students, faculty or donors—the range of needs that need to be met from each of these digitally fluent groups is far and wide. Furthermore, higher education contact centers are increasingly more proactive in distributing critical, 'need-to-know' information as urgent health updates, physical safety and campus security dominate headlines. Adding to that considerable list, are student and enrollment and the growing need for engagement with students who are learning in a virtual environment.

Make no mistake, the higher education contact center has emerged as an incredibly important and valuable communication hub for academic institutions; a tool that makes the difference in establishing ongoing dialogue and responding to the needs of the vast academic constituency.

NICE CXone delivers college and university contact centers a communication platform that is both robust in its capabilities and simple, elegant and user-intuitive in design. CXone is already being trusted by academic institutions in addition to state, local and federal agencies across the US as a transformative platform that redefines the value of the contact center.

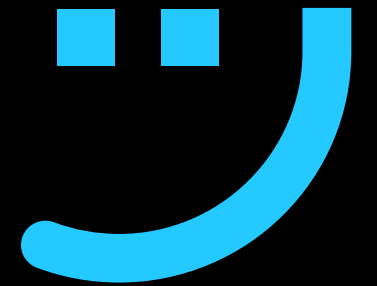
CXone: A PROVEN PLATFORM FOR ACADEMIC INSTITUTIONS

NICE CXone transforms your call center software, so you can provide an exceptional agent and customer experience—every time and on every channel. Imagine the possibilities when all your employees work from a single, consolidated interface with a common view of operational performance and each customer's journey. Whether it's a student, a member of an alumni association, parent or guardian. Plus, with predictive analytics and embedded artificial intelligence (AI), your team can resolve issues faster, personalize each experience and remove frustration from interactions with each customer, across any channel.

- **CXone Omnichannel Routing.** Connect customer journeys across any channel for a consistent, personalized user experience.
- **CXone Customer Analytics.** Get actionable insights to drive real improvement in customer experience and agent performance.
- **CXone Workforce Management.** Anticipate demands to the organization and optimize your workforce with the industry's most intelligent and accurate omnichannel forecasting engine
- **CXone Automation & AI.** Streamline service delivery by eliminating mundane tasks and speeding up issue resolution for better outcomes.

OPTIMIZE CUSTOMER EXPERIENCE ACROSS ALL CHANNELS WITH OMNICHANNEL ROUTING

CXone Omnichannel Routing quickly routes students and faculty to the right agent with the right skillset in the right channel. Provide your agents with full customer context, conversation history and sentiment with an integrated Customer Card—powered by optional pre-built CRM integrations—empowering agents to handle larger contact volumes quickly and efficiently, while personalizing each interaction to increase satisfaction.



- > [Learn more](#)
- > [Talk to a specialist
1-866-965-7227](#)
- > [Contact us](#)

BENEFITS

- Connect customer journeys across any channel, enabling a consistent, personalized and frictionless experience
- Seamless integration with Ellucian CRM platform
- Get actionable insights from every interaction to drive measurable improvements in customer experience and agent performance
- Purpose-built, best-of-breed and unified applications for employees and customers
- Open, cloud native, scalable and secure—to grow with your needs
- Fast onboarding of new capabilities and employees
- Allow agents to handle more proactive outreach and inbound inquiries to respond and communicate efficiently with students, staff, alumni and more

WORKFORCE MANAGER PRO: ADVANCE BEYOND MANUAL WORKFORCE MANAGEMENT

NICE CXone WFM Pro offers higher education institutions a rich, intuitive set of tools that simplify and streamline the job of managing your center's workforce. CXone WFM Pro fully integrates with your system to facilitate the most advanced data-sharing across all channels and provide a comprehensive view of your entire operation. It's an unprecedented level of control.

- Advanced Forecasting Algorithms Forecasting
- Multi-skill and Multi-site Support
- Concurrent Schedule Optimization
- Multi-criteria Schedule Assignment
- Intraday Performance
- Agent Workstation

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. These standards are noteworthy for colleges and universities that are prioritizing vaccine efforts and contact tracing. Easily search, retrieve, and monitor recordings in an intuitive interface.

ENHANCE AGENT INTERACTIONS WITH QUALITY MANAGEMENT PRO

Ensuring accurate data capture as well as expedient and positive experiences 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.

TRANSFORMING ONE-ON-ONE EXPERIENCES IN THE CONTACT CENTER

NICE CXone, the world's #1 cloud customer experience platform, helps higher education by powering exceptional experiences for their students and faculty. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. CXone helps academic institutions of all sizes, empowering your teams to move faster and work smarter to handle the needs of your students, parents and alumni. Help your organization innovate and rank among other colleges and universities as a first-choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.

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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