

How CXone Expert gives your agents the edge

A new way to cut down resolution time and make agents more efficient

“Improved delivery of contextual knowledge to an employee or customer reduces a provider’s time to answer by 20% to 80%.”

Gartner

“Our support agents can now find and send customers content with a few mouse clicks. This has increased agent efficiency by reducing the time needed to resolve cases, while at the same time improving customer satisfaction.”

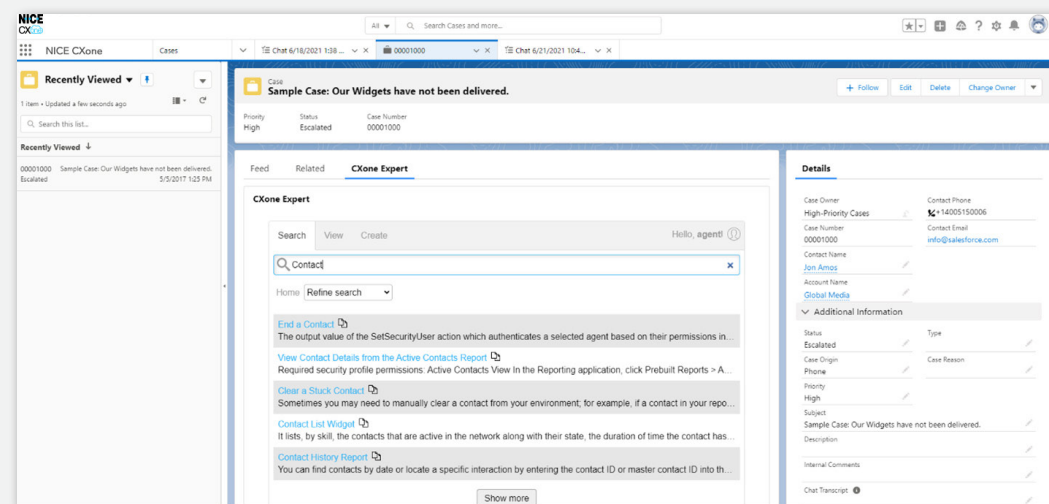
—Support Manager

If your customers are waiting, it’s already too late. To help your agents solve cases faster, supply them with crucial insights and expert knowledge from CXone Expert before they ever pick up the phone.

Through seamless integrations, customer journey insights, and personalization, CXone Expert makes empowering agents and improving customer experience easy.

- Reduce average handle time and time to resolution
- Drive down contact center costs through ticket deflection
- Make life easier for customers who contact you

Salesforce Service Console



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Integrations

The agent desktop is cluttered enough. That’s why we make it easy to extend your most important knowledge content right into your existing CRM and contact center solutions, including seamless integrations with SAP, Zendesk, and Salesforce. The less time agents spend switching screens, the more time they can devote to helping your customers.

Customer Insights

CXone Expert gives your agents the power to see what customers have searched for and seen prior to submitting a case, as well as suggested solutions based on the case subject line. Knowing more about what the customer has been searching for prior to even talking to them translates into reduced handle time and increased first call resolution rates.

Personalization

Use CXone Expert single sign-on capabilities and advanced personalization to tailor content to an agent’s area of support, support tier, or role. This means that your agents only see the content they need and don’t waste time wading through irrelevant content, reducing both customer and agent frustration.

Ticket Deflection

CXone Expert allows your contact center to automate many of the highest volume, repeat tickets through customer self-service channels that require no agent interaction at all. CXone Expert can make the same content, different content, and even personalized content available to your customers before they even think about contacting you.

KCS® Verified

Give your agents the ability to create new content based on their customer interactions with an easy and efficient way to capture knowledge from the front lines and use it to help other agents. Even better, make that same content available even faster to your customers!

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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