NICE

CXONE FOR
GOVERNMENT AGENCIES

Make experiences *flow*

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·CXone

BUILD TRUST WITH
EVERY INTERACTION

Government agencies are crucial providers of essential services, and citizens rely on them to meet their needs. However, trust and satisfaction in government have been declining, particularly when compared to trends in the private sector. Common complaints include a lack of convenience, fairness, transparency, and resolution. As government agencies exist to serve citizens, they must strive to build trust and satisfaction with their citizens.

NICE CXone can assist national and local government agencies in this mission by intelligently connecting and completing citizen interactions to create satisfying journeys, thereby building trust with every interaction.

THE CITIZEN
CX MANDATE

To reverse decades of growing distrust, government leaders have acted by creating legislation and standards to improve citizen satisfaction with government services. Critical improvement targets include increasing web and mobile access to convenient self- and agent- assisted services, and to monitor, report, and improve citizen satisfaction, confidence, and trust KPIs.

NICE CXone can help agencies deliver excellent, equitable, and secure services and citizen customer experiences by providing:

- One secure cloud platform of CX applications, services, and APIs to enable all forms of citizen interaction and the ease to integrate CX with agency data and back-office applications

- CX analytics and operational reporting and BI dashboards to understand and communicate citizen satisfaction – from a single interaction to the entire journey, and overall system utilization, performance, efficiency, and trends

- Orchestration tools to design, build, and maintain interactions and journeys consisting of any combination or digital or voice access and digital self- and agent- assisted service

- Workforce engagement to empower agency employees to deliver the best agent-assist service experiences

- AI and Automation to make every interaction better and every employee more productive

DELIVERING EXCEPTIONAL CX,
ONE INTERACTION AT A TIME

THE FIRST CITIZEN-CENTRIC CX PLATFORM
Help agencies make crucial CX improvements in digital transformation, citizen feedback, data-driven decision making, user-centric interactions, and employee training.

THE MOST EXTENSIBLE AND SCALABLE CLOUD CX PLATFORM
Build the most accessible, transparent, and engaging experiences for today and beyond that scale with growth and demand and that integrate and interoperate with agency technologies and resources.
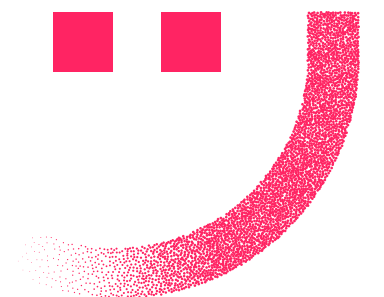
THE MOST ADVANCED ML AND GENERATIVE AI
Deliver citizen experiences that are more intuitive and satisfying.

MORE EXPERIENCE SERVING PUBLIC SECTOR BUYERS
Deliver complete CX solutions faster that fully satisfy unique agency requirements and thoroughly comply with regulatory, risk, and procurement demands.
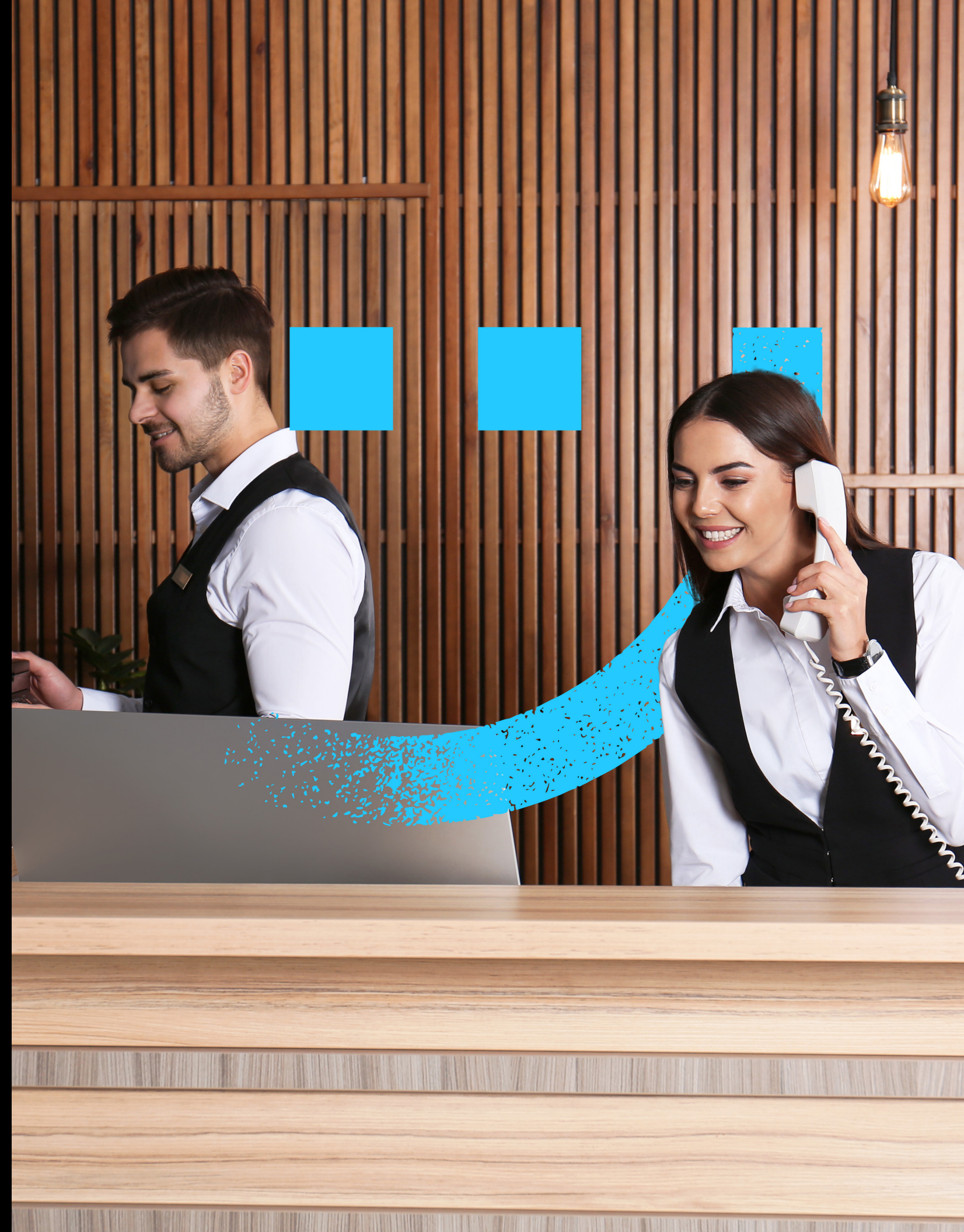
ONE AGENCY WITH ACCESS
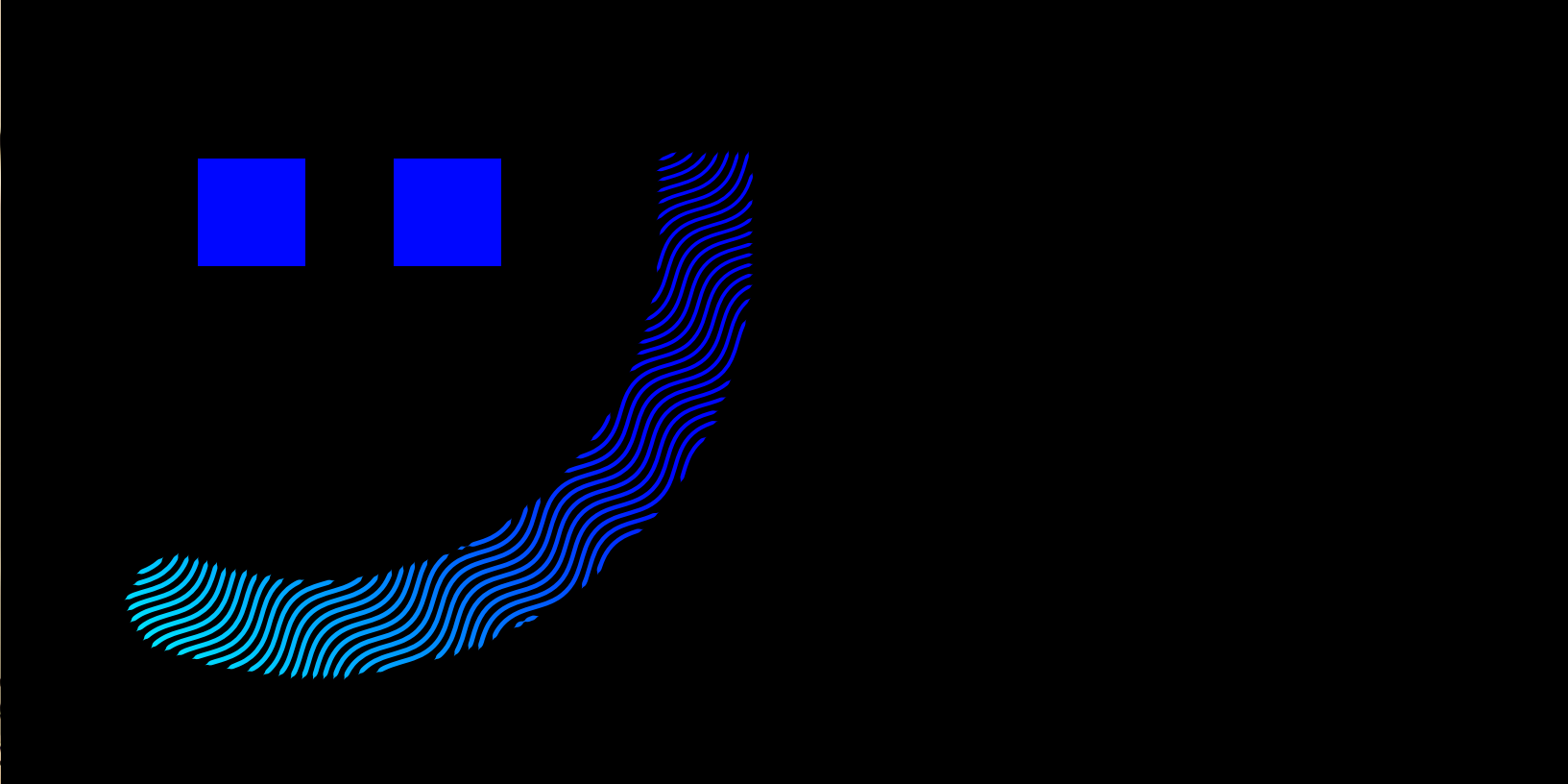## AND EQUITY FOR ALL

One agency with access, and equity for all

Elevate access, equity, and satisfaction for all citizens.

- Offer extensive multichannel access for convenient "anytime, anywhere" contact
- Deliver true omnichannel interactions for more consistent and satisfying experiences
- Provide abundant self-service options that save time and provide genuine personalization
- Measure KPIs (Key Performance Indicators) to track performance and success
- Assess constituent effort to ensure seamless and effortless interactions
- Monitor resolution rates to gauge the efficiency of problem-solving processes
- Evaluate CSAT (Customer Satisfaction) to understand the level of satisfaction among constituents
- Foster greater citizen trust by delivering reliable and transparent services
- Encourage greater citizen engagement to promote active involvement in public affairs

Serving those who serve

Empowering agency workforce through training, coaching, and performance gamification.

- Build comprehensive training programs covering technical skills, soft skills, and industry knowledge to equip employees for success

- Monitor interactions and provide personalized coaching to foster continuous improvement and leverage individual strengths

- Establish KPIs aligned with agency objectives, including productivity, ESAT, service quality, and retention, with incentive programs to boost motivation

- Simplify workflows by streamlining core tasks and removing administrative burdens, enhancing productivity and service delivery

- Monitor crucial KPI's like employee productivity, ESAT, quality, and retention

- Hyperfocus on agency aims such as lower cost of service, greater trust, improved agency culture, and mission focused

Creating a more perfect experience

Harness the power of ML and generative AI to enable better CX, improve work processes, and enhance employee productivity.

- Utilize smarter virtual assistants that learn from past interactions to self-improve, enabling them to continuously learn and enhance their capabilities

- Learn from past interactions, behaviors, and outcomes to provide better interactive guidance to support employees

- Identify and gain a deeper understanding of inefficient work processes and pain points to streamline operations, reduce time wasted on redundant tasks, and enhance the customer experience

- Eliminate routine manual tasks and Improve speed and consistency with process automation

- Reduce customer effort, boost Customer Satisfaction, decrease response times, improve resolution times' speed and accuracy, and elevate Employee Satisfaction and productivity

- Enhance operational efficiency, achieve cost savings, foster collaboration, reduce IT complexity, optimize service delivery, and enable greater scalability
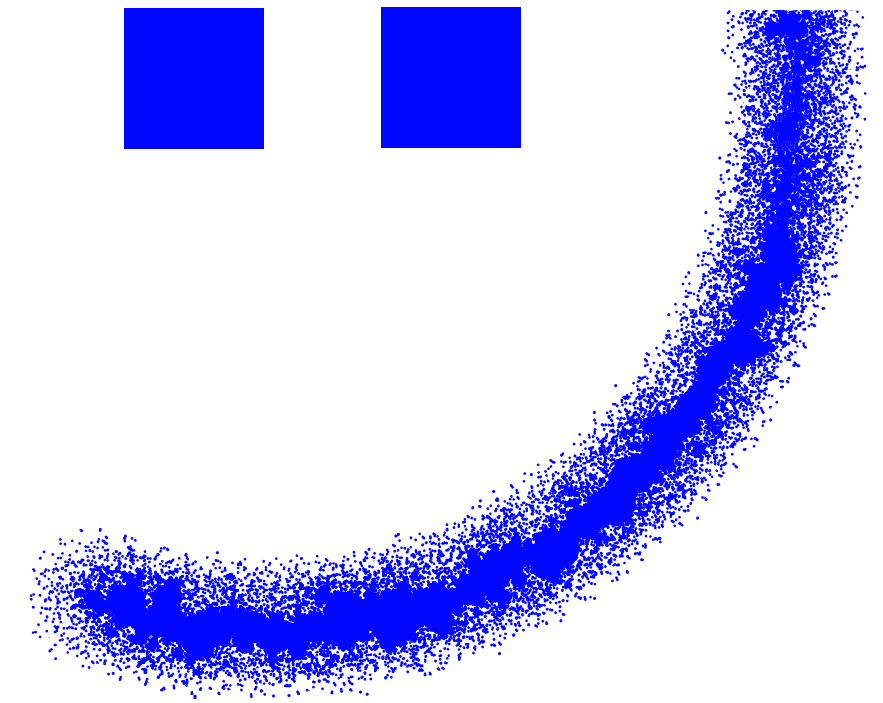
Defending privacy and trust

Safeguard constituent privacy and protect agency reputation with CX solutions that are FedRAMP authorized.

- Leverage FedRAMP authorized CX solutions to instill confidence and trust among constituents, showcasing the agency's commitment to protecting their sensitive information

- Ensure robust data security and compliance with privacy regulations, safeguarding constituent privacy and maintaining the agency's reputation

- Proactively address potential privacy concerns, mitigating the risk of security incidents and ensuring a high level of privacy protection for constituents.

- Minimize security incidents and compliance violations while enhancing vulnerability management

- Enhance agency reputation, achieve cost savings, streamline vendor management, mitigate risk, and foster greater trust
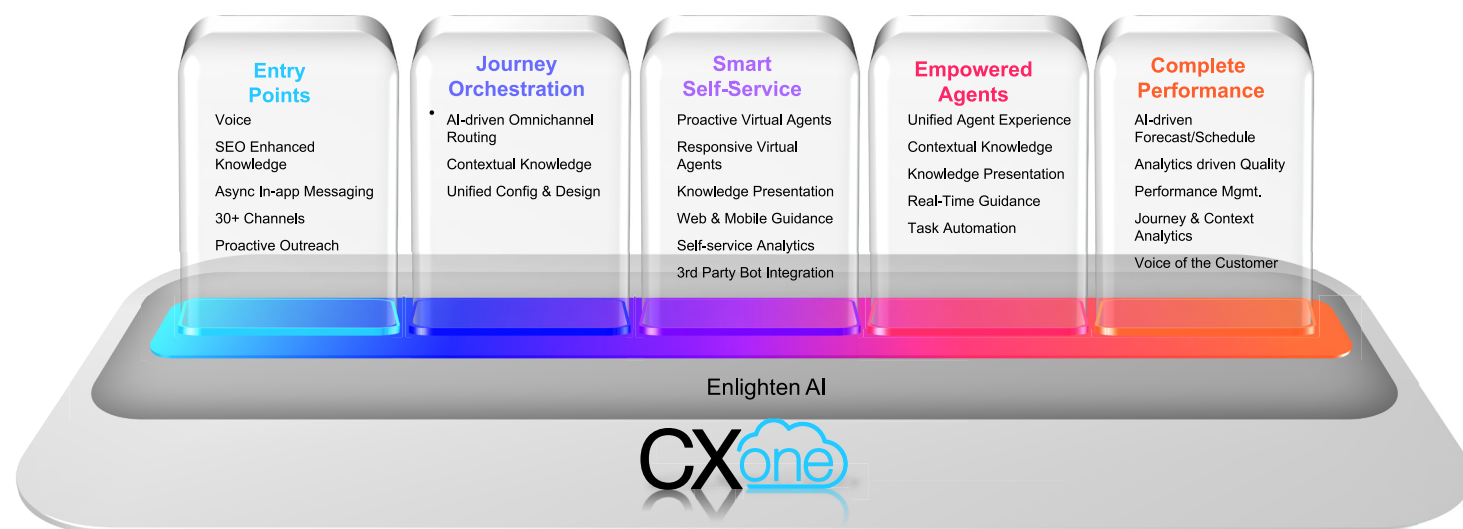
Only CXone delivers customer experience interactions (CXi): extraordinary experiences across the entire customer journey

Only CXone delivers extraordinary experiences across the entire BPO journey.

NICE CXone is a worldwide leader in AI-powered self-service and agent-assisted CX software for organizations of all sizes. Imagine the possibilities when your students are effortlessly guided to quickly resolve their needs directly on your digital properties or matched with a well-prepared agent—every time and on every channel. Plus, with predictive analytics and embedded AI, your team can resolve issues faster, personalize each experience—and forge deeper loyalty and trust with each student.

The most complete CX platform for every CXi journey.

Entry Points	Journey Orchestration	Smart Self-Service	Empowered Agents	Complete Performance
Voice	AI-driven Omnichannel Routing	Proactive Virtual Agents	Unified Agent Experience	AI-driven Forecast/Schedule
SEO Enhanced Knowledge	Contextual Knowledge	Responsive Virtual Agents	Contextual Knowledge	Analytics driven Quality
Async In-app Messaging	Unified Config & Design	Knowledge Presentation	Knowledge Presentation	Performance Mgmt.
30+ Channels		Web & Mobile Guidance	Real-Time Guidance	Journey & Context Analytics
Proactive Outreach		Self-service Analytics	Task Automation	Voice of the Customer
		3rd Party Bot Integration		

Enlighten AI

CXone

Connected | Intelligent | Complete