CXONE FOR
HIGHER EDUCATION

NICE

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

IMPROVE STUDENT EXPERIENCES FOR GREATER REGISTRATION AND RETENTION

Delivering exceptional student experiences is essential to attracting and retaining students. With the education field transitioning further away from the traditional setting, an increasing number of interactions are conducted through digital methods. By implementing interaction solutions, institutions can create a better learning environment for their students. By staying ahead and investing in CX tech, institutions can fulfill their enrollment quotas and boost the number of satisfied students.

NICE CXone is the first and only cloud student experience platform with everything institutions need to deliver extraordinary experiences across the entire student journey. Not only does CXone promote academic success and foster stronger student relationships but also guarantees secure, consistent, and efficient self-service, voice, and digital interactions that enhance student experiences and satisfaction.

MORE STUDENTS, FEWER PROBLEMS: IMPROVING THE STUDENT JOURNEY WITH DIGITAL INTERACTIONS

REVOLUTIONIZE THE EDUCATION LANDSCAPE
Deliver an inclusive and gratifying digital student experience rooted in student engagement. From recruitment to enrollment, academics to services and support, ensure every student and alumni feels valued and empowered. Focused on diversity, accessibility, and personalized interactions, only CXone can propel institutions to the forefront of providing an unmatched digital experience.

EASIEST AI TO TRAIN AND USE
Lower barriers and improve student engagement using your interaction data and pre-built CX models to train your AI to identify and create digital self-service touchpoints and real time integration guidance.

GROUNDBREAKING GENERATIVE AI
Surpass competitors by bridging outdated systems while empowering administration, academics, and student services to consistently deliver inclusive and personalized student experiences.

MOST ADVANCED WORKFORCE ENGAGEMENT TOOLS
Empower department employees to unlock their passion, dedication, and purpose. Experience the transformative impact of NICE CXone as workforce engagement becomes the catalyst for delivering exceptional student experiences. Embrace a future where institutions thrive on unified excellence, driven by engaged employees.

LOWEST COST OF OWNERSHIP, HIGHEST ROI
Achieve the highest CX ROI by lowering operating costs and improving student enrollment and retention and alumni giving.

ELEVATE STUDENT EXPERIENCES WITH EVERY INTERACTION AND EVERY JOURNEY

Propel Student Retention and Graduation

Get back to helping students with an all-encompassing student centric solution

- Leverage Interaction and Customer Journey Analytics to understand students and create desirable interactions.

- Gain valuable insights into student sentiment through Reporting and analytics.

- Experience a one-stop shop for CX with seamless collaboration and coordination.

- Achieve enrollment quotas with our proven strategies.

- Improve student retention rates through effective measures.

- Foster more engaged students with tailored approaches.

- Use tools to improve Student Satisfaction Index, Student Retention Rate, Alumni Engagement, and Advising and Support Satisfaction.

Ignite Recruitment, Fuel Enrollment

Unlock limitless potential with one solution that manages the entire student journey from recruitment to alumni.

- Deliver true omnichannel touchpoints to improve student engagement.
- Seamless integration capabilities allow to connect to recruitment software.
- Automate routine tasks, such as answering frequently asked questions, and freeing up staff to focus on more complex issues.

- Achieve significant business outcomes: reduced costs, effective marketing communication, higher application rates, improved student retention, and administrative savings.
- Monitor success with key business KPIs like student population quotas and recruitment to enrollment conversion rates.

Grow student engagement to improve retention

Improve student engagement and student experiences through cutting edge CX efforts.

- Empower administrators with cutting edge Interaction Analytics and Reporting/BI tools, providing valuable insights into student interactions and behaviors.

- Prioritize accessibility and convenience, offering students user-friendly channels to access support and receive prompt answers to their inquiries.

- Use student interaction data to find ways to assist struggling students, find ways to improve engagement, and track progress over time

- Drive positive business outcomes by improving graduation rates, increasing student satisfaction, and fostering higher student engagement.

- Utilize data insights to tailor student success plans that address individual's needs, ensuring a personalized path to academic achievement and engagement.
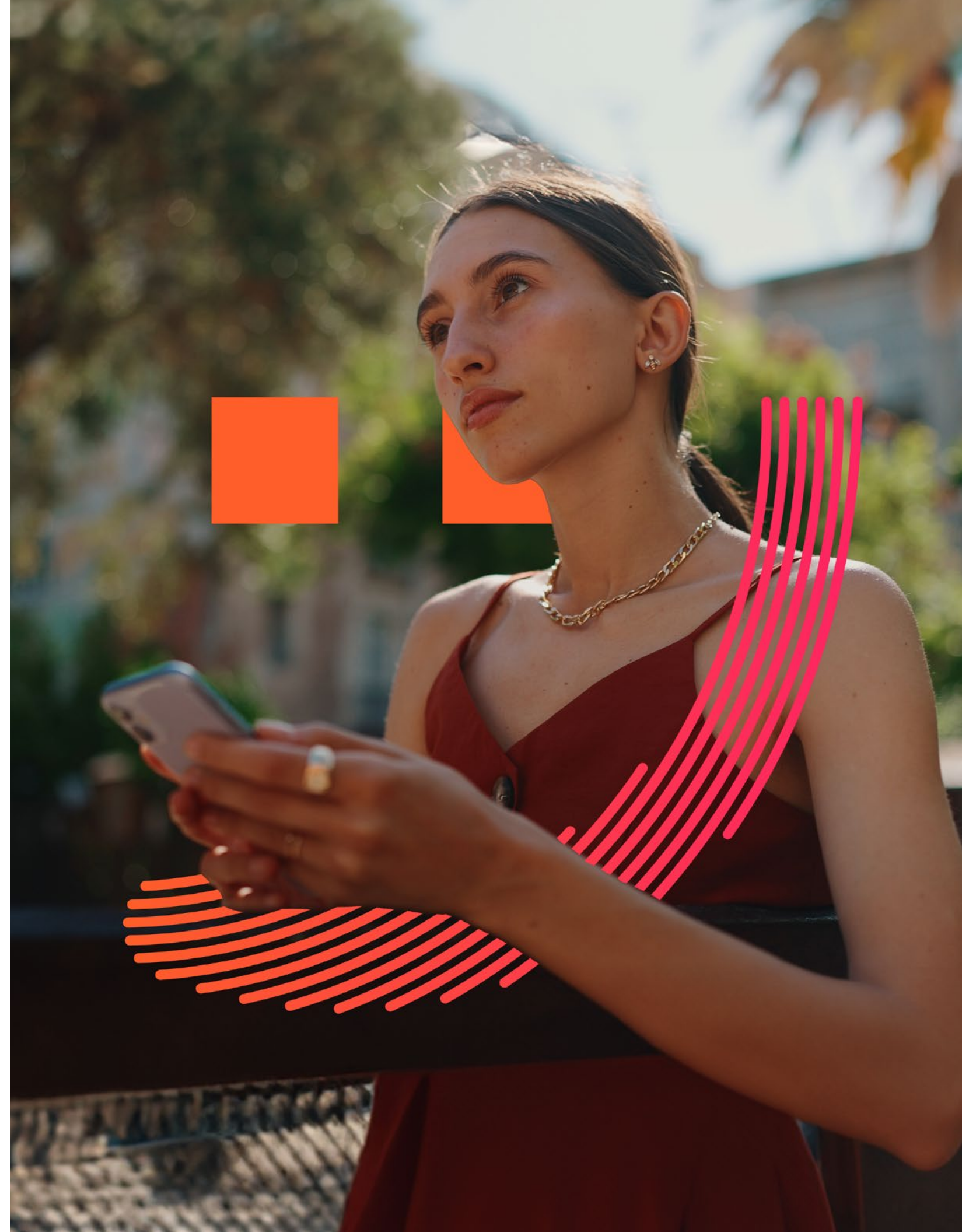
Maintain post-graduation loyalty with better alumni engagement

Improve student engagement and student experiences through cutting edge CX efforts

- Provide a seamless omnichannel experience allowing for diverse alumni interactions across email, social media, phone, and web platforms.

- Exceed alumni expectations by efficiently connecting inquiries with the most suitable staff members or departments.

- Leverage the power of CRM Integrations to tailor outreach strategies and foster more meaningful connections.

- Improve business outcomes through better alumni relations and increased alumni donations, leading to stronger long-term relations with alumni.

- Track alumni satisfaction scores and engagement rates to measure success in building strong connections.

Empower your workforce

Provide employees with the tools and resources they need to excel in their roles and deliver exceptional experiences

- Develop highly skilled employees through well-crafted training programs, ensuring a capable and motivated workforce that positively impacts both student experiences and overall institutional success.

- Support employee development and provide effective coaching and feedback tools to help employees thrive. Empower managers, recognize achievements and foster a culture of continuous improvement.

- Simplify employee scheduling to optimize operations. By facilitating a healthy work-life balance for employees, cultivate a more motivated workforce that enhances institutional performance.

- Empower employees by centralizing the knowledge base to store IT support items, FAQ's and troubleshooting guides allowing access to essential information, reducing downtime and facilitating efficient issue resolution.

- Drive positive business outcomes by increasing student satisfaction, enhancing employee productivity, and reducing turnover.
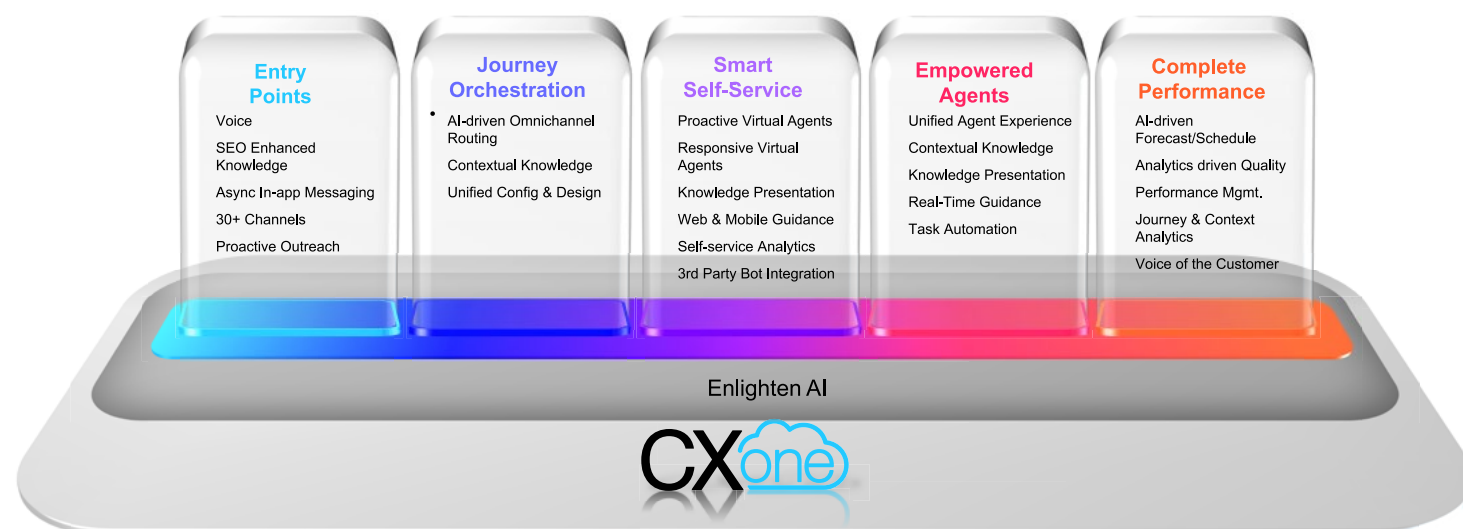
Only CXone Delivers
Customer Experience Interactions:
Extraordinary Experiences
Across the Full Journey

Only CXone delivers extraordinary experiences across the entire education 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