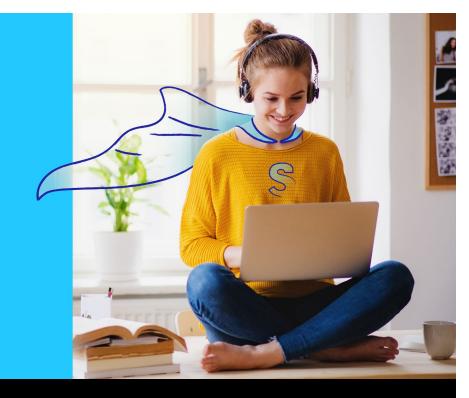# NICE

5 GAME CHANGERS
you'll find in CXone Supervisor

DEAR SUPERVISORS, SOMETIMES IN THE MIDST OF ALL THE MADNESS, WE FORGET HOW CRITICAL OUR ROLE IS WITHIN AN ORGANIZATION.

As contact center supervisors, your role is not only critical but very multifaceted. It is your responsibility to manage the agents. But you also serve as coach, performance manager, quality controller, and key motivator. All in a single full-time position!

AT NICE, WE GET IT. WE GET THAT YOU'RE DEALING WITH A HEAP OF UNIQUE CHALLENGES.

With the shift to remote work, you lack visibility and understanding of what your staff are doing. You're not on-hand to answer questions and provide support, or a much-needed pat on the shoulder, and yet, you're expected to provide on-the-spot resolutions, training, and encouragement.

NOW LET'S TALK DIGITAL

The rise of digital channels has come with a whole new set of challenges, you are expected to have specialized expertise and knowledge, and if that's not enough, there's turnover of agents, and disengaged employees all of which impacts customer satisfaction and retention, which is all that really matters to the business and the bottom line....

SO, YES. YOUR ROLE IS CRUCIAL TO ENSURING THE SUCCESS OF THE BUSINESS. IT'S ALSO CRAZY COMPLEX AND CHALLENGING.

ANY OF THIS SOUNDS FAMILIAR?

Of course, it does! You're a supervisor. And we've developed a solution exactly for you. The new CXone Supervisor Application is 100% focused on making your day-to-day work easier, helping you excel and be the true Super-visor you are. Because, with just a little help, you can manage your team, boost their performance, and maintain your sanity.

To get you acquainted with the new supervisor application, here are a few game changers the app brings to your professional life:

GAME CHANGER 01

ONE-STOP-SHOP

To deal with the increasing complexity of your role, the new CXone Supervisor application comes with a designated supervisor workspace, which serves as a ONE-STOP-SHOP for all your daily management needs. Everything you need, in one place, with a modern UI and UX that puts your experience as top priority.

GAME CHANGER 02

IN-APP ALERTS

Increasing volumes of interactions make it hard to focus on the most critical issues. To focus on the problems and where you are most needed, CXone Supervisor helps you to detect risky CX interactions with in-app alerts. You can define notification issues and thresholds and receive suggested actions to resolve the issues.

GAME CHANGER 03

REAL-TIME ANALYTICS

To help you cope with the ever-increasing volumes and workload, real-time analytics will keep you focused on what matters most.

At-a-glance customer sentiment indications & agent behavioral CSAT breakdown scores.

GAME CHANGER 04

INSIGHTS

When pressure is high, you need a better view of the situation with easy access to the most critical information. The insights page contains widgets that display data from your agents and contacts, providing a bird's eye view of agents and contact states. Here are a few of these widgets:

- Longest Duration
- Longest Wait Time
- Out of SLA
- Contacts in Queue
- Agent States
- Channels

GAME CHANGER 05

DIGITAL INTERACTION MONITORING

With the rise of digital channels, an influx of interactions from various channels, and remote work, you need better visibility into all CX channels. The new CXone Supervisor will help you effectively monitor, coach, and give you visibility into all interactions, no matter the source. And for DFO channels, it will also provide you with digital interaction monitoring for multiple contacts simultaneously.

What type of digital interventions do you have available to you?

A
Monitor by easily viewing the text conversation to detect potential training and performance issues.

B
Coach your agents discreetly as the text conversation happens.

C
Join the interaction as needed, and turn it into a three-way text conversation.

D
Takeover and draw the interaction in extreme cases where you must manage the case on your own.

Oh, and did you ever monitor an interaction in duplication with another supervisor?
That's a drag wasting precious time. CXone Supervisor will give you real-time indications of which contacts are already being monitored by another supervisor.

Get the most of your brand new
CXone Supervisor app.

NICE