

CXone

Interactive Voice Response (IVR)

Voice self-service that accelerates resolution, improves routing and cuts costs

CXone Interactive Voice Response (IVR) is voice self-service that accelerates resolution, improves routing and cuts costs with automation. It leverages natural speech to collect caller information and determine optimal handling for an improved customer experience. CXone IVR offers centralized administration enabling immediate response to dynamic business conditions and customer journey optimization. As part of a unified cloud-native platform, CXone IVR is fully integrated with the ACD and uses the same powerful easy-to-use visual design tool to build intelligent data-directed routing that ensures customer calls are resolved quickly and efficiently—every time.

Streamline handling and reduce costs with partial or full automation

Automate requests through the IVR, so your customers can get on their way more quickly.

- Increase containment and serve more customers at a lower cost by allowing your customers to quickly self-solve basic issues, like bill payments and account inquiries.
- Decrease Average Handle Time (AHT) by collecting information from callers before they ever talk to a live agent.
- Reduce call abandons by completing simple tasks via automation or by offering automated callback to reduce customer hold time.
- Gain visibility into IVR use to improve self-service containment and find opportunities to improve customer satisfaction and self-service adoption, leading to increased cost savings.

Deliver faster service for happier customers

Accelerate resolution with 24x7 self-service.

- Increase satisfaction by letting customers choose the type of help they want, such as self-service or speaking to an agent.
- Offer more responsive and personalized service, including proactive callback and seamless transfer to an agent with full context.
- Improve First Contact Resolution (FCR) while reducing handle time with more accurate routing to the correct skill.

Boost engagement for happier agents

Swap mundane tasks for more challenging, high-value work.

- Increase agent satisfaction by reducing repetitive, mundane tasks that bog them down—like processing bill payments and updating account records
- Relieve agent strain by automating front-end data collection—or deferring routine interactions to self-service altogether.
- Reduce average handling time (and serve more customers) with automated collection of customer data and simple workflows.
- Make engagement easy: Give your agents access to the customer data they need to provide a personalized customer experience.
- Gain more insight into the customer journey by consolidating IVR data into your chosen system of record.

KEY FEATURES

- ACD and IVR system fully integrated on same unified cloud-native platform
- Easy-to-use visual routing design tool—no programming skills required
- Consolidated administration
- Out-of-the-box integrations for CRM and database connectivity
- Supports touch tone (DTMF), Advanced Speech Recognition (ASR), Text-To-Speech (TTS)
- IVR reporting

BENEFITS

- Drive customer satisfaction with 24/7 service and cater to customers that prefer self-service.
- Reduce waiting and transfers by giving customers faster service that gets them on their way.
- Reduce call abandons by completing simple tasks via automation, or by offering automated callback to reduce customer hold time.
- Fast and affordable implementation provides quick return on investment.
- Gain business speed and flexibility with consolidated administration.

Simplify deployment across locations and make updates with ease

- Lower cost with faster time to deployment and no professional services or programming skills required; use a visual interface including syntax checks and script validation.
- Reduce cost and effort by leveraging the cloud to deploy one centralized IVR across all your contact center locations.
- Streamline IVR development and maintenance with access to an extensive number of IVR actions (including ASR / TTS) to build routing flows that are fully integrated with your ACD.

CXone Studio

Build IVR flows seamlessly integrated into your ACD Routing, including fully integrated Automated Speech Recognition (ASR) and Text-to-speech (TTS).

About NICE

NICE works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE CXone™, the industry’s most complete cloud customer experience platform, we enable an exceptional agent and customer experience –every time and on every channel.

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