

CXone Feedback Management

A Complete Contact Center VOC Solution

TRANSFORM OMNICHANNEL FEEDBACK INTO REAL-TIME, ACTIONABLE INSIGHTS AT SCALE

CXone Feedback Management is a holistic customer journey based solution that empowers customer service and CX leaders to collect, analyze, and act on feedback from across the comprehensive journey.

Use Feedback Management to collect feedback in any channel and keep your finger on the pulse of your customers to improve CSAT, drive efficiencies, and increase agent engagement.

Feedback Management helps you transform customer experiences by orchestrating follow-up in the customer's channel of choice to resolve outstanding issues and boost retention, powering personalized coaching, and leveraging CSAT scores in gamification to motivate and reward agents.



Improve customer satisfaction

Pinpoint root causes of dissatisfaction and uncover opportunities to deliver better customer experiences



Boost loyalty

Increase CSAT, customer retention, and lifetime value



Increase agent engagement

Use real-time feedback to enhance training and personalize coaching



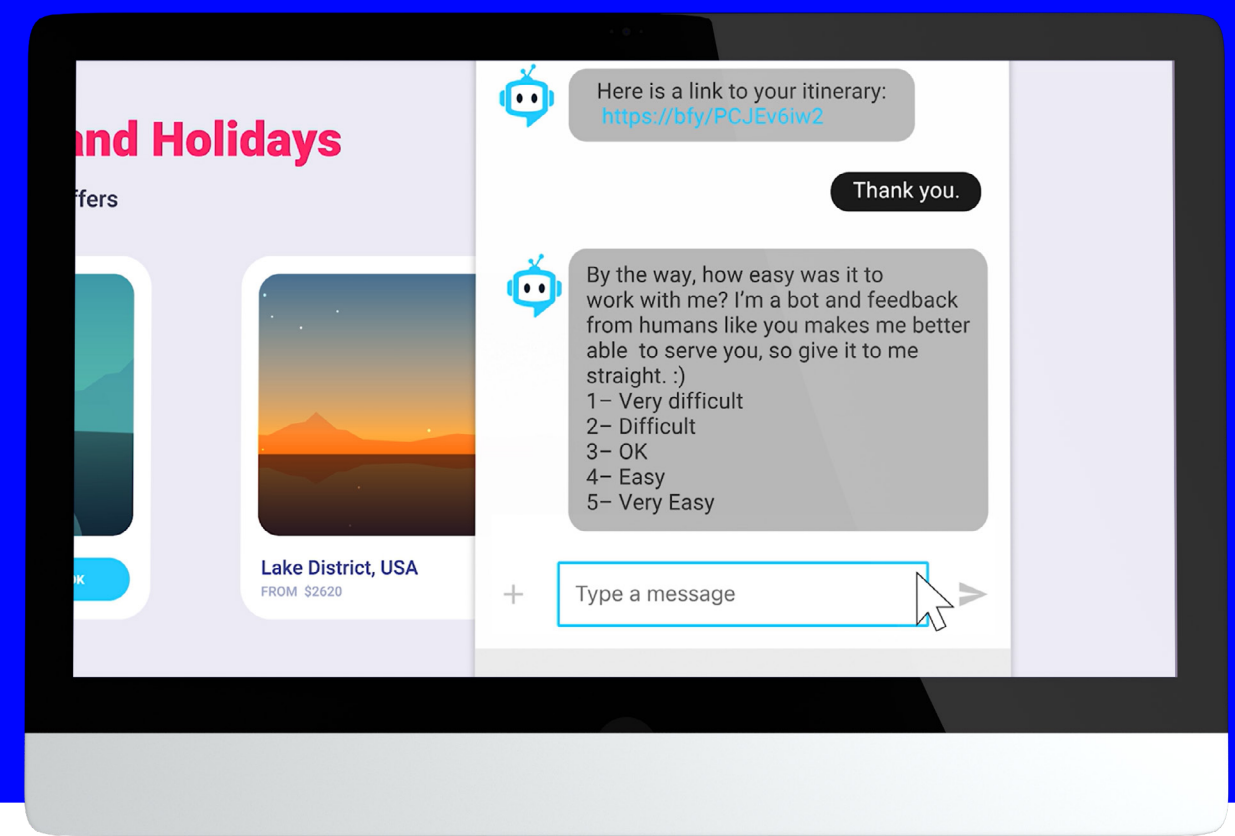
Drive efficiencies

Increase first call resolution, reduce call backs, and empower agents

The Full Power of the CXone Suite

Embedded throughout the CXone suite, Feedback Management delivers valuable CX insights and accelerates actions that improve agent performance, customer experience, and digital transformation using seamless integrations:

- Create effortless feedback experiences with **CXone Chat & Feedback Bot**, including **Enlighten Autopilot Knowledge**
- Improve CX with **hassle-free IVR**
- Accelerate closing the loop and service recovery with **embedded call recordings**
- Retain customers and reduce callbacks with **closed-loop orchestration in CXone Agent**
- Embed actionable feedback with **CXone Quality Management**
- Operationalize insights to help agents improve with **CXone Performance Management**



HIRE RIGHT[™]

55%

increase in **overall satisfaction**

45%

increase in **agent professionalism**

32%

improvement in **issue resolution**

Reference: *HireRight Realizes a "Huge Win" With NICE CXone Feedback Management | NICE*



52

point increase
in **NPS**

30%

increase
in **CSAT**

25%

increase in **network performance**

Reference: *Ritter Communications Uses NICE Feedback Management to Align Company Approach toward Customer Experience | NICE*

onesource VIRTUAL

66%

overall improvement
in **survey scoring**

98%

employee
retention rate

96%

customer
retention rate

Reference: *OneSource Virtual Boosts Performance, Realizes Savings with CXone | NICE*

KEY FEATURES AND BENEFITS

DIGITAL OMNICHANNEL FEEDBACK

Collect digital feedback across any channel, in any interaction.

ADVANCED ANALYTICS

Leverage AI and customer feedback analytics to operationalize real-time, actionable insights.

360° VIEW ACROSS TOUCHPOINTS

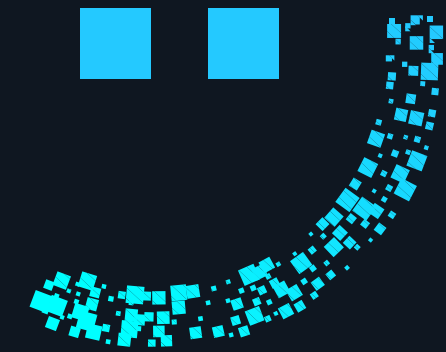
Gain a unified view of what customers feel, think, say, and do throughout the customer journey.

SIDE-BY-SIDE QUALITY KPIS

Align agent training with CSAT improvement efforts with side-by-side KPIs for each individual interaction.

INTERACTIVE, EASY-TO-USE DASHBOARDS

Get a clear view of categorized action items to prioritize customer outreach and close the loop with recovery opportunities.



About NICE

With 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.

<https://www.nice.com/products/feedback-management>

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