

CXone Mpower Feedback Management

Capture and act on the voice of the customer

Built-in tools to close the loop and boost loyalty

Customers are always giving you signals. With CXone Mpower Feedback Management, you can listen and respond in real time across the channels, touchpoints, and moments that matter most.

Track satisfaction scores, spot pain points, and automate follow-ups in the customer's preferred channel. Use survey insights to coach agents, recover experiences, and create real improvement across the journey.

With easy-to-use dashboards, embedded workflows, and seamless integrations across the platform, teams get the visibility and tools they need to keep customers engaged and coming back.

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 and cases.

Key features and benefits

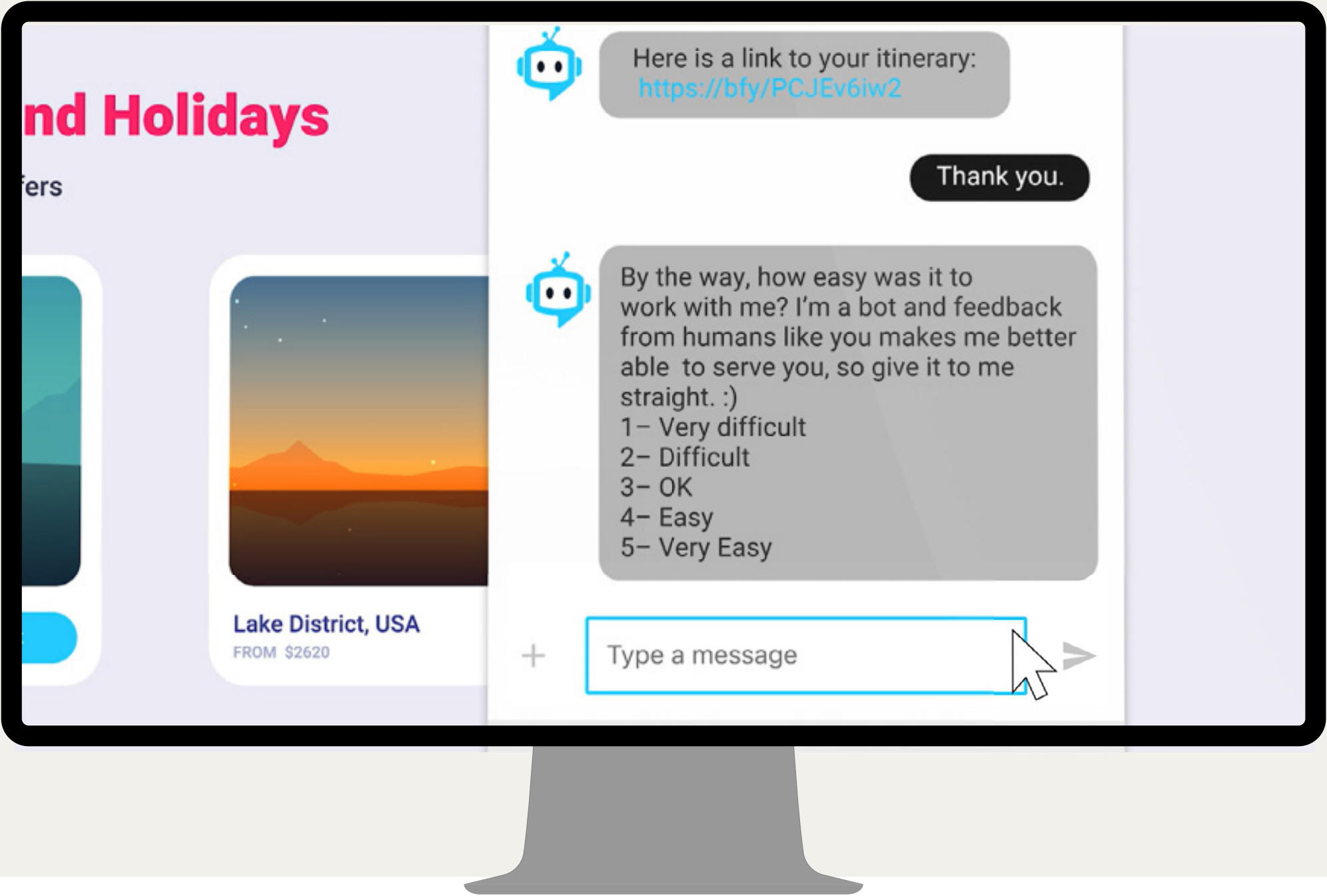
- **Digital omnichannel feedback**
Collect digital feedback across any channel, in any interaction.
- **Advanced analytics**
Leverage AI and customer feedback analytics to operationalize real-time, actionable insights.
- **360 view across touchpoints**
Gain a unified view of what customers feel, think, say, and do throughout the customer journey.
- **Side-by-side quality KPI's**
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.



The full power of CXone Mpower

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 and feedback bots trained on your organization’s 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 the Agent application
- Embed actionable feedback with CXone Mpower Quality Management
- Operationalize insights to help agents improve with CXone Mpower Performance Management



HIRE RIGHT

55%

Increase of overall satisfaction

52%

Increase in agent professionalism

66%

Improvement in issue resolution

Ritter COMMUNICATIONS

45%

Point increase in NPS

30%

Increase in CSAT

98%

Increase in network performance

onesource VIRTUAL

32%

Overall improvement in survey scoring

25%

Employee retention rate

66%

Customer retention rate

NiCE | CXone Mpower

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE’s platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

www.nice.com

Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

Visit nice.com →

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