Driving value across CXone Mpower with Feedback Management

Boost the power of CXone Mpower with voice of the customer

Transform feedback into impact

Embedded throughout the CXone Mpower suite, Feedback Management accelerates insights and actions that improve agent performance, customer experience, and digital transformation initiatives.

Capture feedback in any channel

Get feedback in channels customers use every day to gain deeper, holistic CX insights for better customer and agent experiences.

Achieve faster time-to-value

Eliminate third-party implementation costs with integrated, hassle-free IVR surveys.

Unify call recordings with survey results

Embed call recording with survey results to accelerate closing the loop and service recovery, enhance coaching, and reduce operational costs.

Operationalize insights to close the loop

Trigger service recovery follow-up automatically based on customer feedback to cut churn and reduce costly call backs.

Compare quality, sentiment, and CSAT at a glance

Dive deep quickly to understand interactions based on Quality Score, Conversation Sentiment, and CSAT Score.

Use gamification to reward five star agents

Improve agent happiness and reduce turnover with rewards based on direct customer feedback—powered through performance management.

Act on feedback to improve satisfaction, drive efficiencies, and increase agent engagement

Get the whole CX story

Keep your finger on the pulse of your customers by collecting omnichannel feedback from any interaction that's part of the customer journey.

Pinpoint root causes of dissatisfaction and churn

Identify and act on opportunities to increase CSAT, deliver personalized agent coaching and rewards, and increase operational efficiencies to reduce costs.

Turn feedback into action

Retain customers and reduce call backs by empowering agents to resolve issues and close the loop in the customer's channel of choice—all orchestrated in the unified agent desktop.

What success looks like

"Thanks to CXone Mpower's inherent integration, surveys of Toyota customers or dealers include an attached recording of their interaction with TFS, which is accessible at the click of a button."

Jyoti Ranjan Swain
National Manager, Toyota Financial Services, Information and Digital Solutions

Key Features and Benefits

Digital-first omnichannel feedback from any interaction
- Get feedback in channels customers use every day to gain deeper, holistic CX insights for better customer and agent experiences.

Closed-loop orchestration in a unified agent desktop
- Retain customers and reduce call backs by empowering agents to resolve issues and close the loop in the customer's channel of choice.

Hassle-free IVR integration
- Eliminate third-party implementation hassles with simple and clean IVR surveys. Easily capture valuable caller meta data for smarter follow-up.

Quality Management integration
- Compare quality scores and sentiment in one big picture dashboard. Filter and sort to quickly pinpoint CX inflection points and take appropriate action.

Embedded call recordings
- Close the loop faster, accelerate service recovery, bring context to quality management efforts, and reduce operational costs.
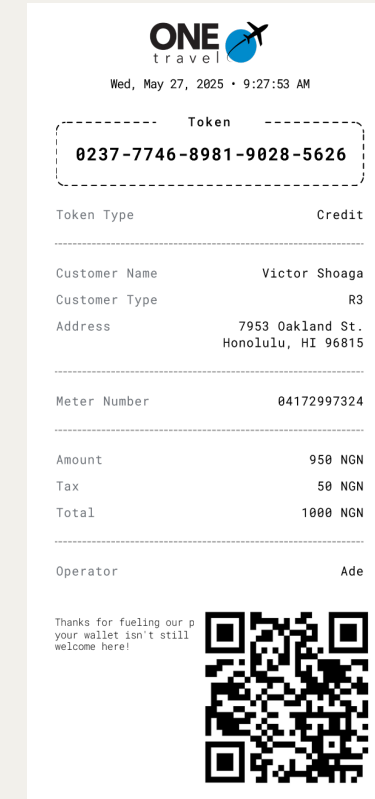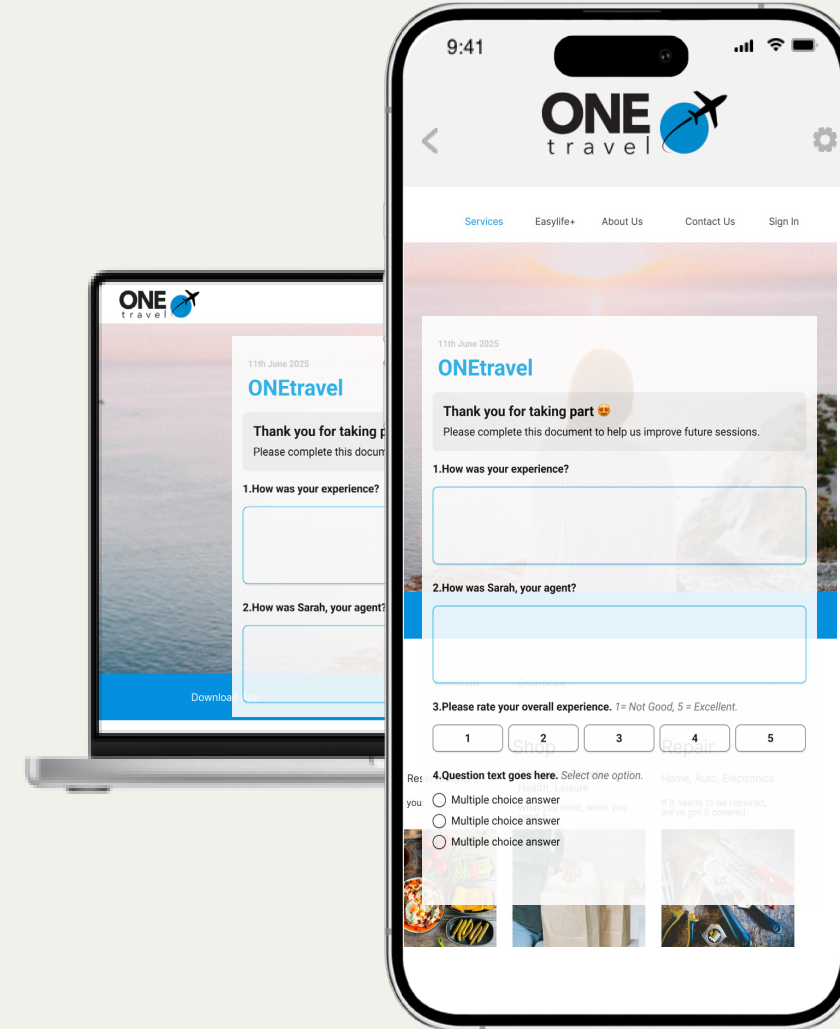
Performance Management integration
- Use gamification to reward agents and boost engagement, encourage self-development, and reduce turnover with incentives based on direct customer feedback.
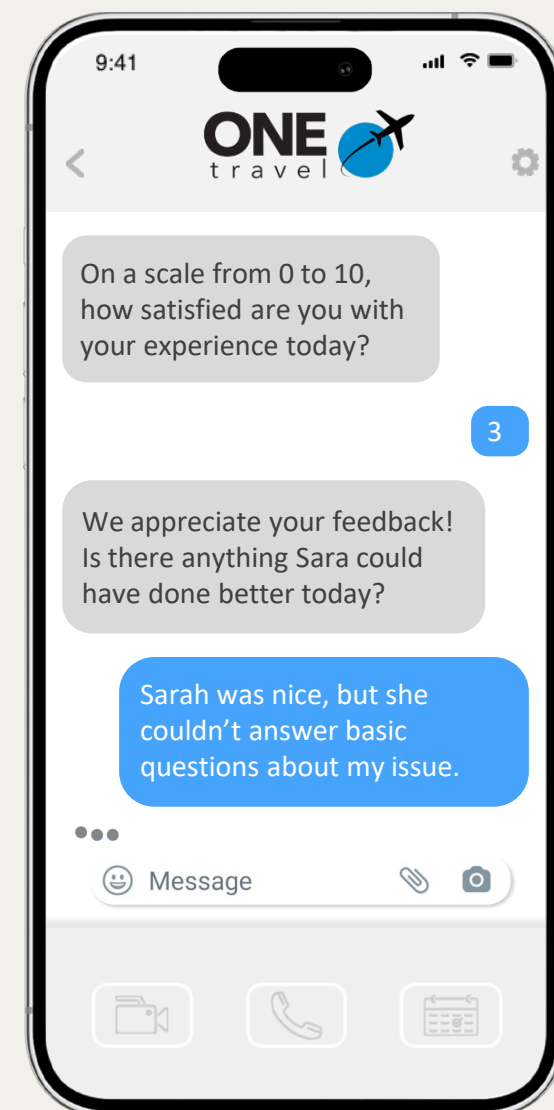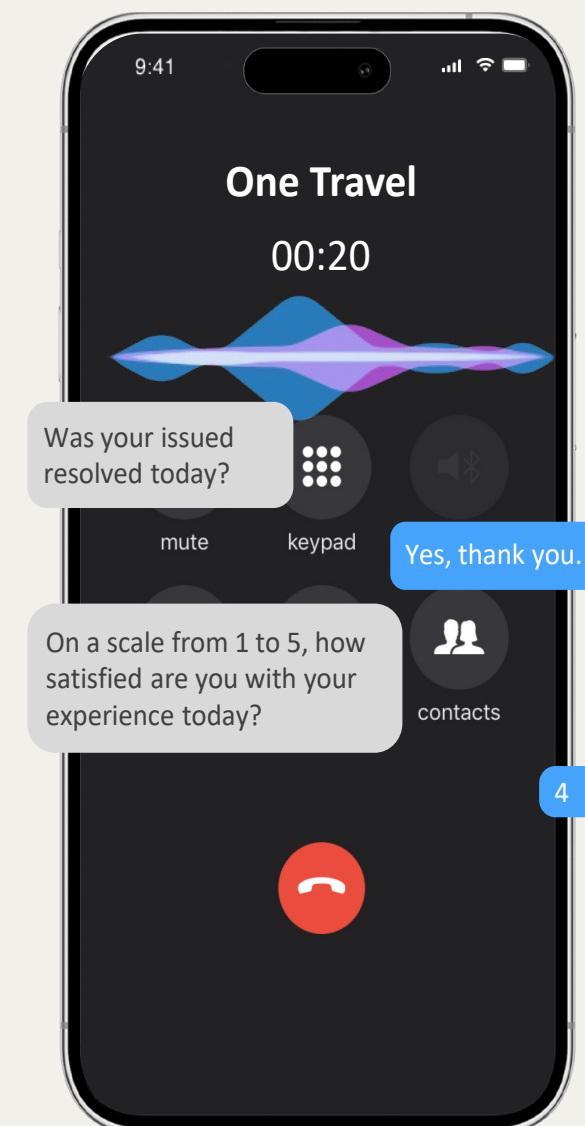
NiCE | CXone Mpower

Forms

Conversational

On a scale from 0 to 10, how satisfied are you with your experience today?

3

We appreciate your feedback! Is there anything Sara could have done better today?

Sarah was nice, but she couldn't answer basic questions about my issue.

Voice (IVR/IVA)

One Travel

00:20

Was your issued resolved today?

Yes, thank you.

On a scale from 1 to 5, how satisfied are you with your experience today?

4

Digital-first omnichannel
feedback from any interaction

Teams	Slack	X	WeChat
Instagram	YouTube	Viber	Email
Voice	IVR	Whatsapp	iOS App
Instagram DM	Chat Live and async	Apple Message for Busines	Google Business Messages
SMS	Android	Facebook Messenger	

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.

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

Visit nice.com →

Contact us →