

# Digital Experience

Supports customers across any digital channel

Digital Experience give you the tools to keep every interaction consistent and moving smoothly to resolution. Pick from the widest range of built-in digital channels in the industry or bring your own so you can meet customers in the places they already prefer. Easily switch, combine, or add channels during an ongoing interaction, so customers get answers faster and the right outcome the first time. Move smoothly from self-service to human support with only minimal coding needed. Save time with shared routing, administration, reporting and analytics, WFM, and QM across every channel.

## Eliminate siloed solutions

### Open the door with seamless connections

- Shift calls to digital to ease pressure on your call center.
- Manage all digital channels on one platform with shared routing, admin, and reporting
- Grow your presence and meet customers in more digital spaces

## Unified customer experiences

### Support the channels customers prefer

- Support voice and digital, agent-assisted and self-service, inbound as well as proactive outbound, using ONE solution
- Focus on outcomes that work best for customers
- Add nearly any digital channel, including today's most popular messaging apps.

## Efficiency for all

### Retain agents, retain customers

- Send the right cases to the right employee at the right time
- Give agents tools that make work faster and more satisfying
- Let agents manage multiple conversations at once with confidence

## Benefits

- Make the customer journey effortless
- Take the hard work off your customers' shoulders
- Build relationships that last longer and mean more
- Connect with customers when they first need you
- Onboard new hires faster
- Help agents work smarter and stick around longer
- Create custom data visualizations, that bring business intelligence for every contact center persona, including: supervisors, agents, executives, business analysts and quality managers
- Easily pinpoint anomalies, trends and insights for quick action based

## Key features

- Choose from 30+ digital channels and from 30+ out-of-the-box digital reports
- Bring in bespoke channels and make them part of the flow.
- Stay connected with async channels that follow the conversation wherever it goes.
- Flex and scale as your business grows.
- Give agents instant access to customer data and past interactions for context.
- Handle interactions seamlessly with omnichannel session management that makes switching or combining effortless.
- Get a complete operational picture, with metrics for all your channels with our dashboards and reports



## Synchronous

### Voice



Voice



IVR

### Digital



Email



Chat



2 Way Video



Co-Browse

## Social Media Monitoring



Instagram



LinkedIn



YouTube



Apple Apps Review



Facebook



Google Play



Google Places

## Third Party Asynchronous

### Collaboration



Teams



Slack

### Messaging



Apple Messages for Business



Google Business



WhatsApp



Instagram



FB Messenger



LINE



Telegram



LinkedIn



SMS



Viber

## Search



Google



Bing



Yahoo

## Bring Your Own Channel



BYOC API



Webex



Kik



Zoom



TikTok



Discord



RCS



KakaoTalk



Tencent QQ



WeChat



Sprinklr

## SDK



iOS App



Android App



CXone Connect

# NiCE CXone

## 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.

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