

NiCE Feedback Management

Take action with voice of the customer insights across CXone



Improve the impact of your VOC program

With NiCE Feedback Management, CX leaders track customer sentiment and gather feedback in real-time across touchpoints with human and AI agents. With IVR and digital surveys that are deployed within CXone and offered via over 30 channels, it's easy to design, implement, and monitor customer feedback to gather actionable insights and drive improvements across the customer journey.

Customer feedback is incorporated into Quality Management, Performance Management, and agent coaching initiatives within the CXone platform to help CX leaders operationalize insights. From contact center leaders to individual agents, personalized insights are tied to KPIs such as CSAT, NPS, and customer sentiment allowing the voice of the customer to inform onboarding, coaching, and recognition programs.

With real-time feedback, supervisors and agents can close the loop with customers who need additional assistance or may be interested in making a purchase. With automated workflows, follow ups are assigned to the right person to resolve issues, mitigate negative experiences, and increase revenue.

Improve customer satisfaction

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

Boost loyalty

Increase customer retention and lifetime value.

Improve agent engagement

Use real-time feedback to enhance training and personalize coaching.

Drive efficiencies

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

Increase revenue

Identify opportunities to increase conversion rates and revenue per sale.

Boost survey response rates

Collect feedback immediately after every interaction with human and AI agents in any channel to boost response rates.

Leverage customer feedback across CXone

• Built-in IVR surveys

Deploy surveys at the end of voice conversations to gather insights in the moment.

• Digital omnichannel feedback

Collect digital feedback across any channel, in any interaction.

• Improve quality, performance and analytics programs

Leverage actionable VOC insights throughout CXone to make a greater impact. View recordings and survey results side-by-side for added context and leverage VOC data for agent contests.

• Personalized surveys made simple

Customize surveys for each customer to gather more relevant insights.

• Advanced analytics

Leverage 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.

• Close the loop

Follow up with at-risk customers and capitalize on sales opportunities.

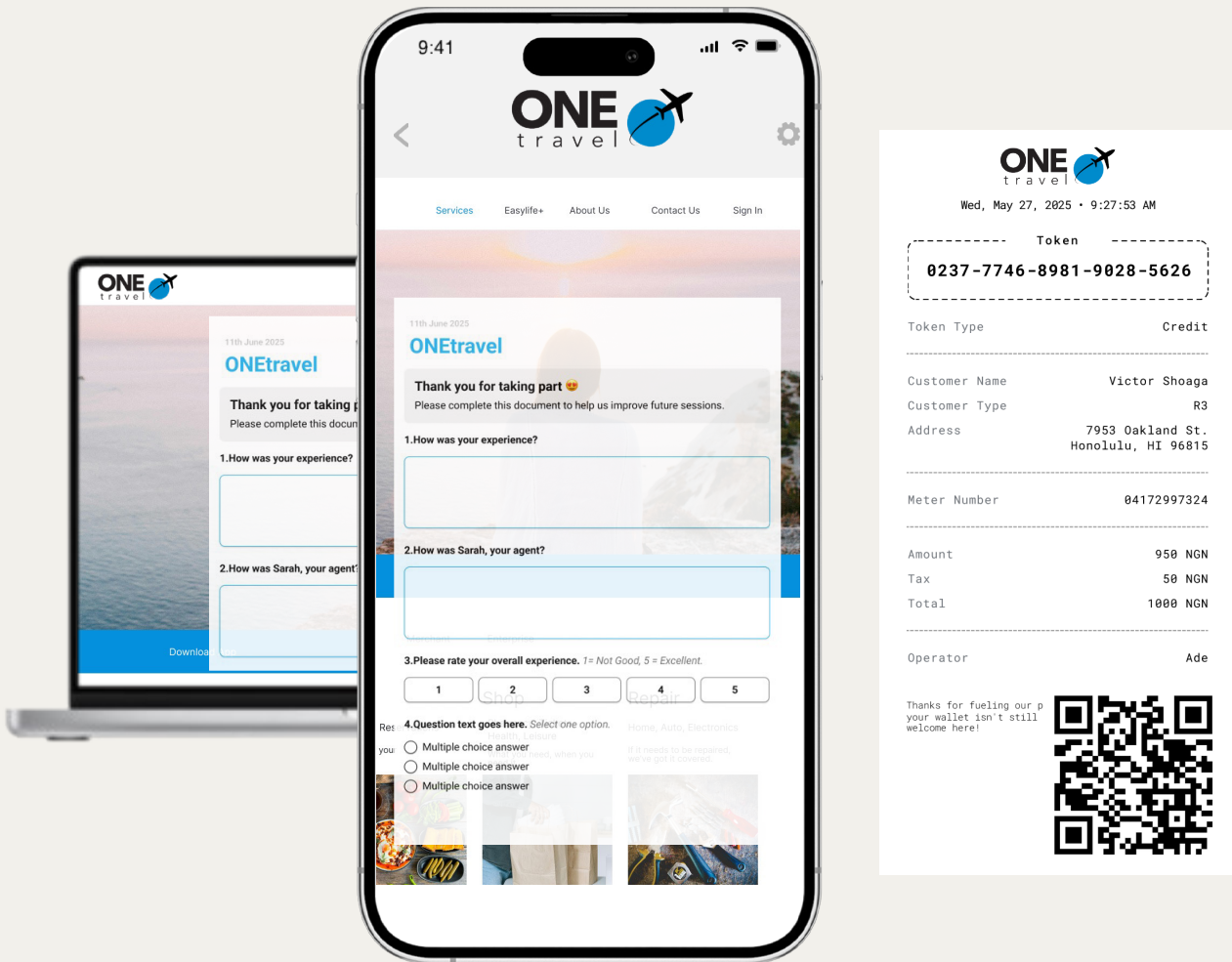
• Interactive, easy-to-use dashboards

Access VOC insights in customizable, role-specific dashboards.

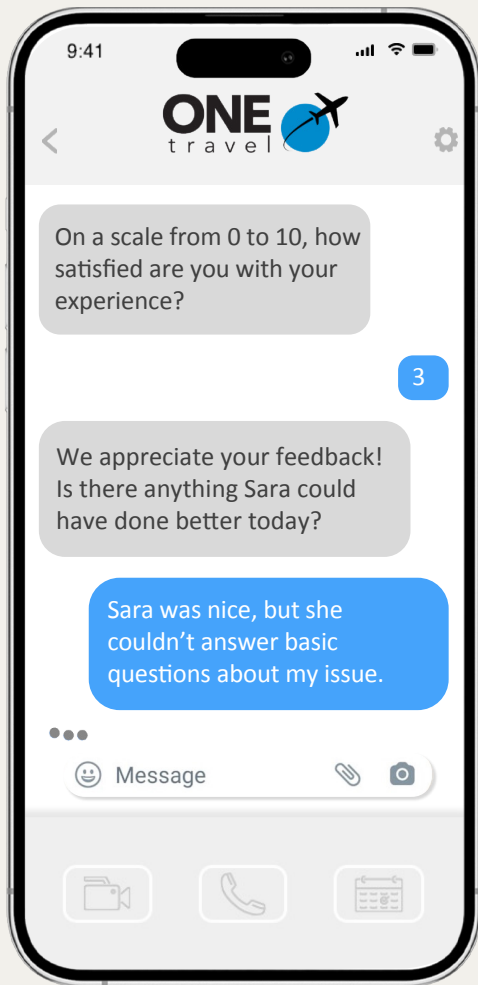


Gather feedback across the customer journey

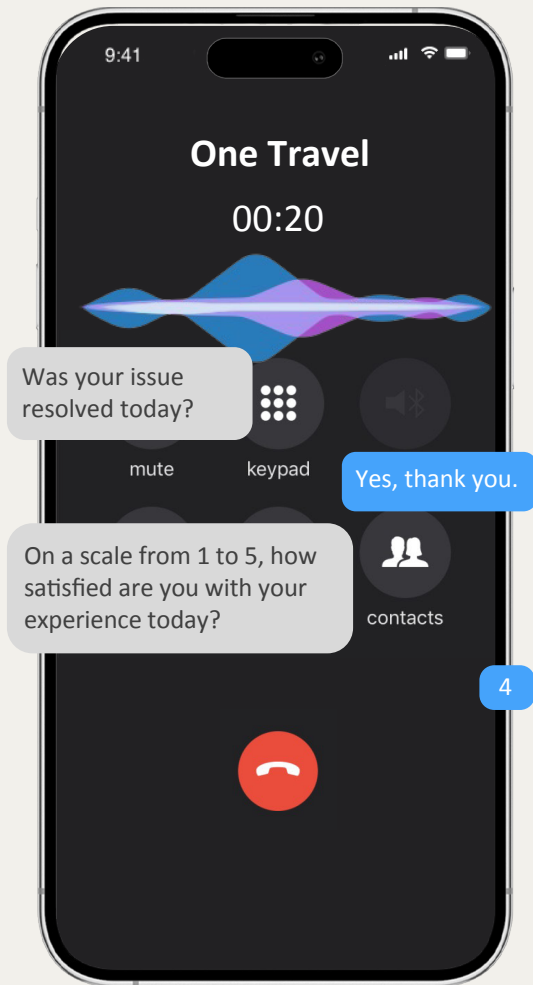
Forms



Digital



Voice (IVR/IVA)



HIRE RIGHT

Ritter
COMMUNICATIONS

onesource
VIRTUAL

55%
Increase in
overall satisfaction

52%
Increase in agent
professionalism

66%
Improvement in
issue resolution

45%
Increase in NPS

30%
Increase in CSAT

98%
Increase in network
performance

32%
Overall improvement
in survey scoring

25%
increase in employee
retention rate

66%
Customer
retention rate

NiCE

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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