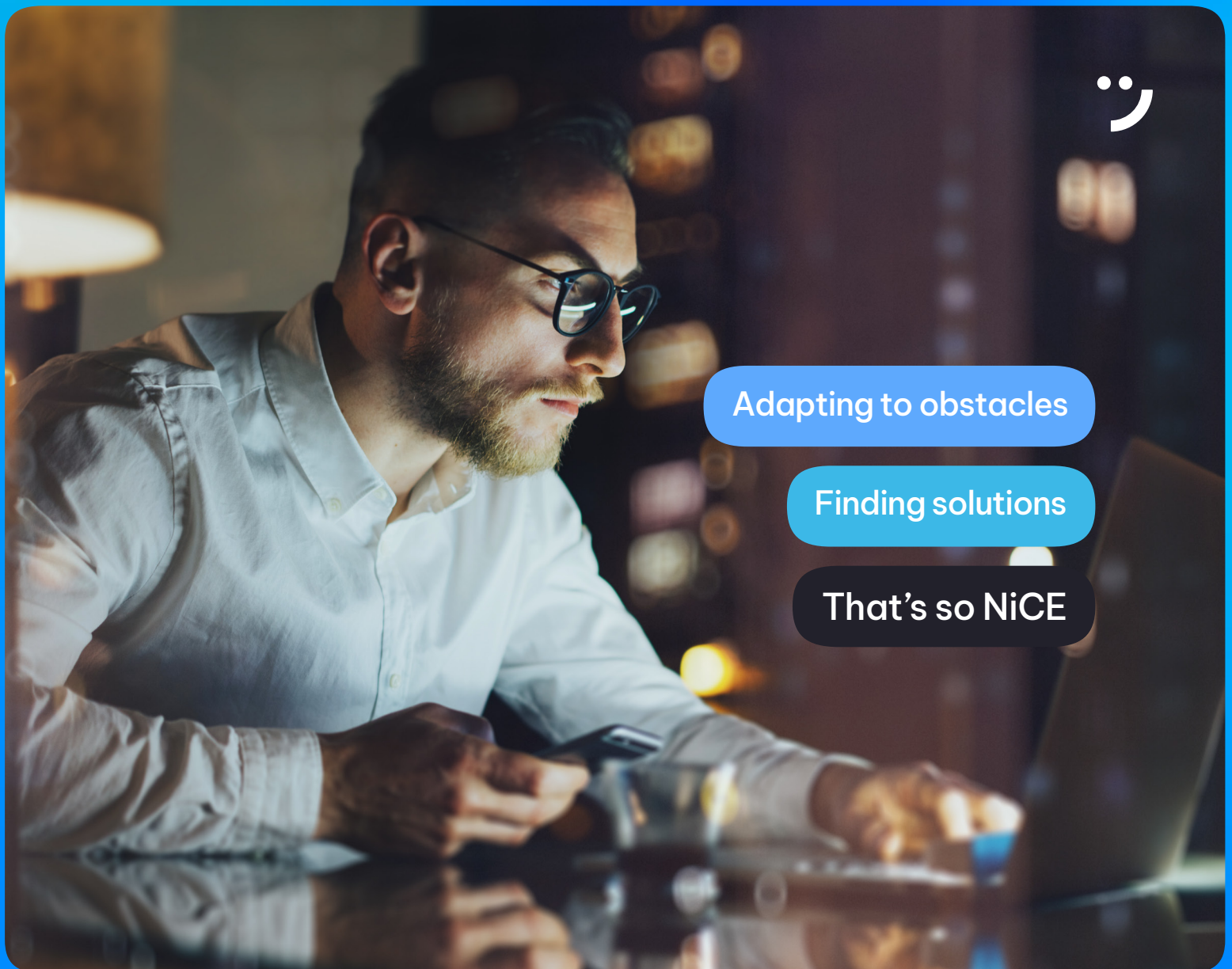


NiCE

Interaction Analytics with AI Models for Complaint Management



Adapting to obstacles

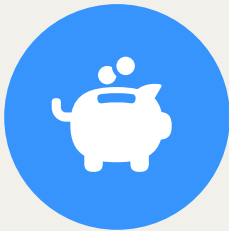
Finding solutions

That's so NiCE

NiCE AI Models for Complaint Management, an add-on to Interaction Analytics, identifies and manages consumer complaints to protect organizations from reputational, financial, and compliance risks. It analyzes 100% of interactions across all channels and accurately categorizes and routes consumer complaints for remediation. Based on the first comprehensive framework for customer engagement, NiCE AI Models for Complaint Management uses AI derived from 30+ years of research and development and industry experience, as well as the most comprehensive and expansive interaction database in the world.



Key benefits



Save millions in potential regulatory fines and reputational loss



Improve customer satisfaction



Boost operational efficiencies

Automate complaint management

Organizations invest significant resources into identifying consumer complaints, but programs that rely on manual processes and subjective analyses can be error-prone and costly. AI Models for Complaint Management protects you from consumer complaints that can damage brand reputation or lead to compliance violations and penalties.

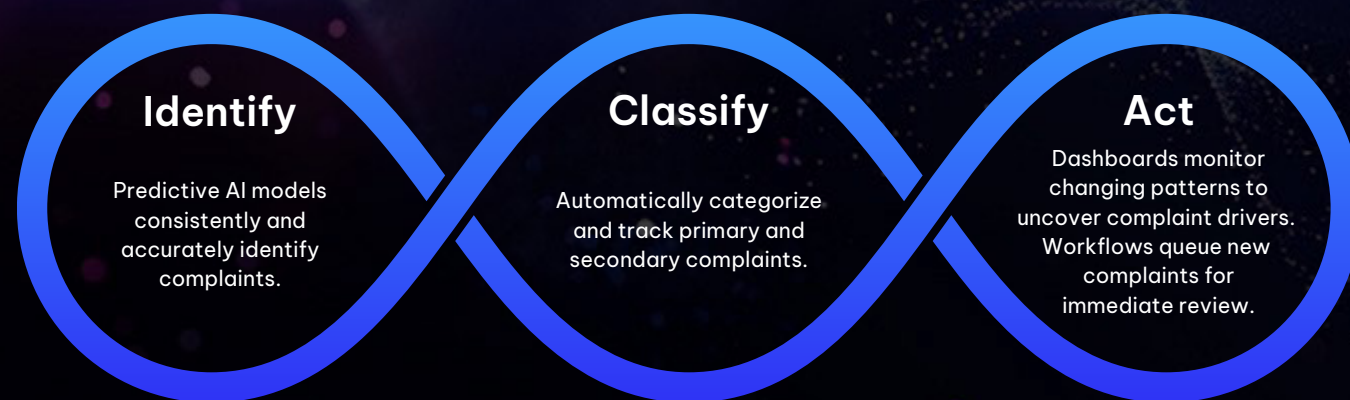
One platform. One experience.
All working beautifully together.



Modernize your complaint management program with AI

NiCE AI consists of pre-built behavioral models derived from the largest interaction database in the world, providing you a foundation of complaint data that will accelerate your program implementation. NiCE AI models identify behavioral patterns that are inaccessible to humans, enabling more accurate regulatory reporting and making it possible to take action to improve customer experiences, prevent churn, and reduce operational costs.

Because complaints definitions differ by organization, the AI models can be tuned to meet your specific needs. Organizational data can be used to actively train models and scoring thresholds, and reporting can be adjusted to provide a holistic view of consumer complaints.



Take a 360° approach to compliance

Organizations that do not invest in compliance programs spend on average 2.71 times more in regulatory fines than organizations that do invest in such programs, according to the Ponemon Institute. AI Models for Complaint Management enables you to comply with regulations, while also streamlining your approach to complaint management. Take your program to a whole new level of accuracy, with many more opportunities to close the loop with consumers.

With Interaction Analytics AI Models for Complaint Management, you can:

- Identify the root cause of every single non-compliant interaction and automatically queue them for review and remediation
- Easily report on your compliance status to regulators with out-of-the-box templates
- Audit complaints, freeing compliance officers and managers to spend more time on remediation





Boost operational efficiency

Programs that rely on manual processes to identify and classify customer complaints, verify that complaints were documented, and confirm that procedures were followed properly are time-consuming and put the organization at risk.

Interaction Analytics AI Models for Complaint Management automates the process, enabling you to:



Improve the customer experience

By tapping into Interaction Analytics AI models for customer engagement, you can extend the value of your investment in complaint management to enhance the customer experience:

- Use AI sentiment analytics to understand the impact of complaints on customer satisfaction
- Immediately identify trends and contact drivers – before they put your reputation at risk – using automated AI discovery
- Leverage out-of-the-box, customizable dashboards and reports to help employees across the organization prevent and remediate complaints and provide better customer experiences



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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