

NICE inContact

CXone Personal Connection

Generate more revenue and fewer hang-ups



NICE inContact CXone Personal Connection is a patented proactive outbound dialer that generates more revenue and fewer hang-ups. It gives your Inside Sales team an easier way to attain quota by connecting with more prospects every day and helps your Customer Service team reduce inbound calls through personalised, low cost, and proactive outbound notifications.

Connect at the first hello

Are your patrons hanging up before your agents can connect to them on the phone? Set the right tone and connect with more customers in less time with CXone Personal Connection patented, no pause predictive dialing. Agents are more likely to connect with customers while minimising the likelihood of mistakenly contacting those who have already paid their bill or placed a monthly order.

- Eliminate awkward pauses and reduce hang-ups with patented predictive dialing.
- Make sure there's a reason to dial with continuously updated dialing lists.
- Find all CXone Personal Connection features in one place in a seamless integration with CXone Agent for Salesforce® (for Salesforce.com users).

BENEFITS

- Preserve the customer experience by keeping customers connected to an agent regardless of the dialing method.
- Increase connect rates for immediate conversations, more connections, and more quota attainment for agents and sales representatives.
- Select the best dialing method — no-pause predictive, progressive, preview, or agentless dialing — all while staying within compliance.
- Maximize agent utilisation by delivering calls to the highest-priority agent using proficiency and wait time dialing.
- Control the flow and synchronization of data to and from third party systems with Proactive XS.

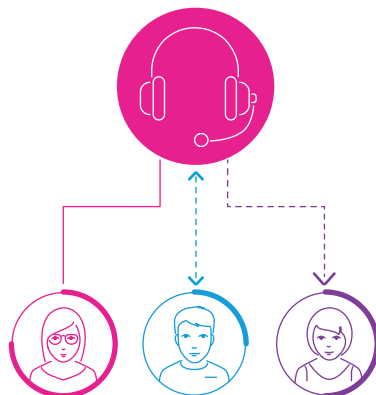
Step 1

Dialer calls customers



Step 2

The customer never waits in silence: agent monitors calls that are likely to become conversations while Call Progress Analysis determines call results



Step 3

Once conversation begins, the agent is dedicated to the customer and other calls are moved to other agents



Result: CXone Personal Connection ensures a more natural and persuasive conversation with customers without sacrificing the benefits of traditional predictive dialing.

Increase revenue

If you're concerned about rising attrition because your agents are missing their quotas and connection goals, CXone Personal Connection can help drive conversations, right party connect rates, and revenue. Get a higher return out of your dialing lists and retain your best employees by helping them attain quota.

- Increase profitability with higher list penetration rates.
- Review contact information before initiating a call with preview dialing.
- Handle destinations through serial record recovery.
- Create new campaigns with easy-to-follow wizards.
- Pull updated records with Proactive XS.
- Reach your customers proactively with the right information.

Comply with confidence

It's difficult to identify cell phone numbers to comply with regulations and many dial-able numbers are often lost outside the Do Not Call list. Be confident you're satisfying regulations with NICE inContact CXone capabilities and NICE inContact expert services to define your compliance needs while reaching your revenue and connect goals.

- Deliver DNC identification, verify cell phone numbers, and provide indemnification.
- Maintain regulatory Telephone Consumer Protection Act (TCPA) compliance.
- Manually dial outside of the CXone platform to avoid Automatic Telephone Dialing System (ATDS) issues.
- Integration with Gryphon, an industry-leading compliance and indemnification solution.

Reduce inbound calls through proactive outreach

Your customers don't want to spend their precious time calling you back – often they won't bother to make the call at all. Reach out to them proactively through low cost channels, like SMS and agentless dialing, with personalised, timely communication that can eliminate the need for inbound customer calls.

- Provide the right information to customers through proactive outreach.
- Set a priority designation on all skills and campaigns.
- Automatically adjust the order in which work is handled.
- Create one experience for agents through one intuitive interface, My Agent eXperience - MAX.

KEY FEATURES

- Patented, no-pause predictive dialing.
- Preview, progressive, and proficiency dialing.
- Agentless and non-telephony dialing.
- Industry leading compliance tools.
- Priority designation on skills and campaigns.
- Continuous list pulling.
- Serial record delivery for each agent.
- External synchronization with third party systems.
- Provide real-time dialing list adjustments.

About Business Systems (UK) Ltd

Business Systems (UK) Ltd works with organisations of all sizes to create long-term partnerships to support transformation centred around customer experience and operational efficiency, in order to achieve organisational strategic goals. Business Systems provides a range of Customer Experience and Workforce Optimisation solutions, all of which are delivered by our in house team of experienced consultants and project managers who work closely with our customers to ensure project success and maximum benefit.

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