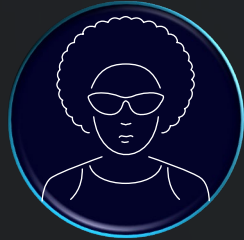


The Resolution Revolution

Consumers and Businesses don't always need to engage with a Human Agent

What Consumers Want



81%

of Consumers
Attempt to Self Serve

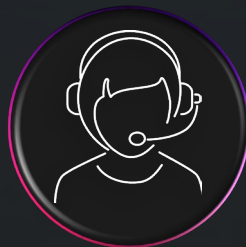
Only 19%

Want to Talk to a Human Agent

Current State of Resolution

Only 17%

Scripted Automation



83%

Inbound Volume is
Managed by Human Agents



In the next 5 years,

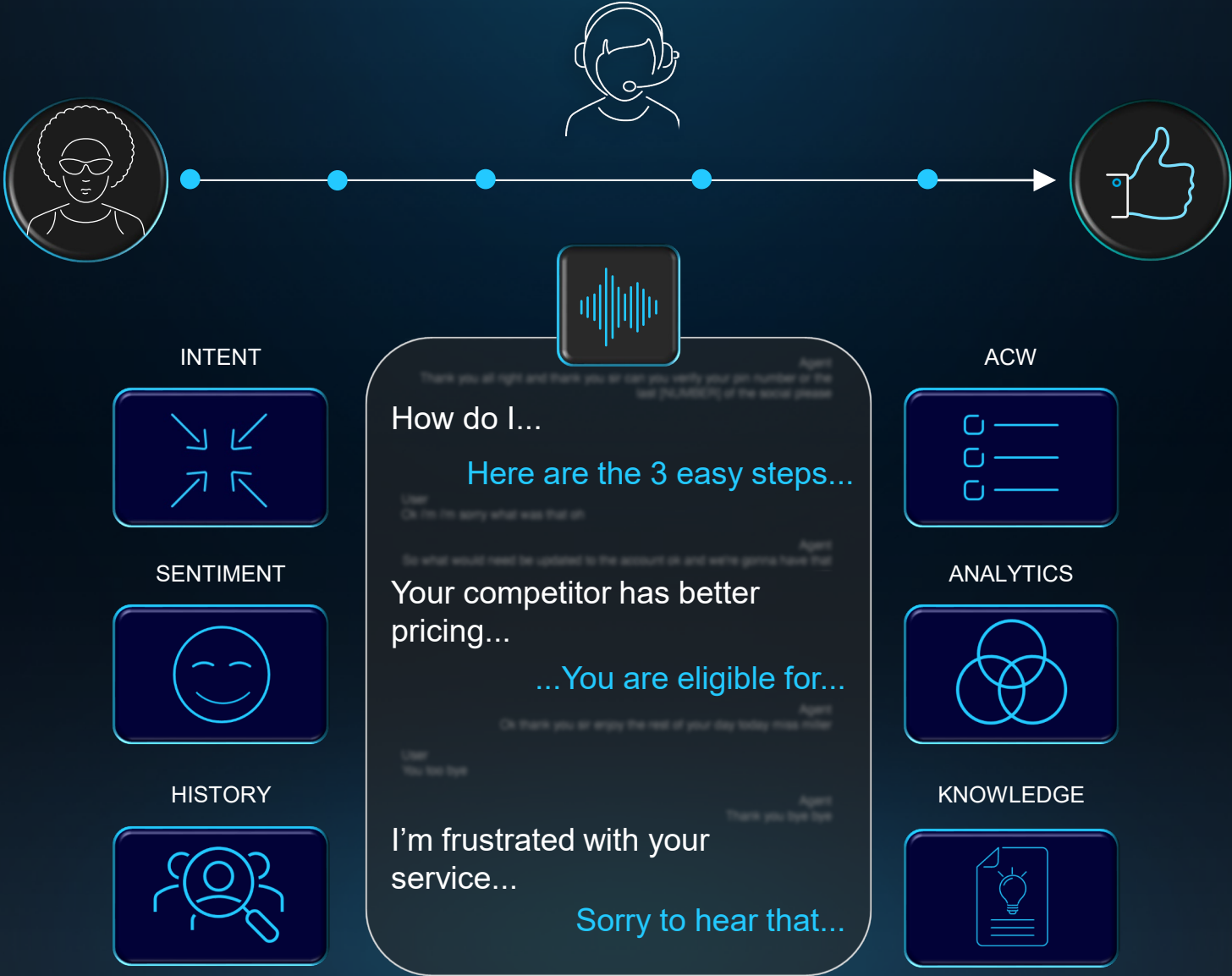
85%

of consumer interactions
will take place without a
human...

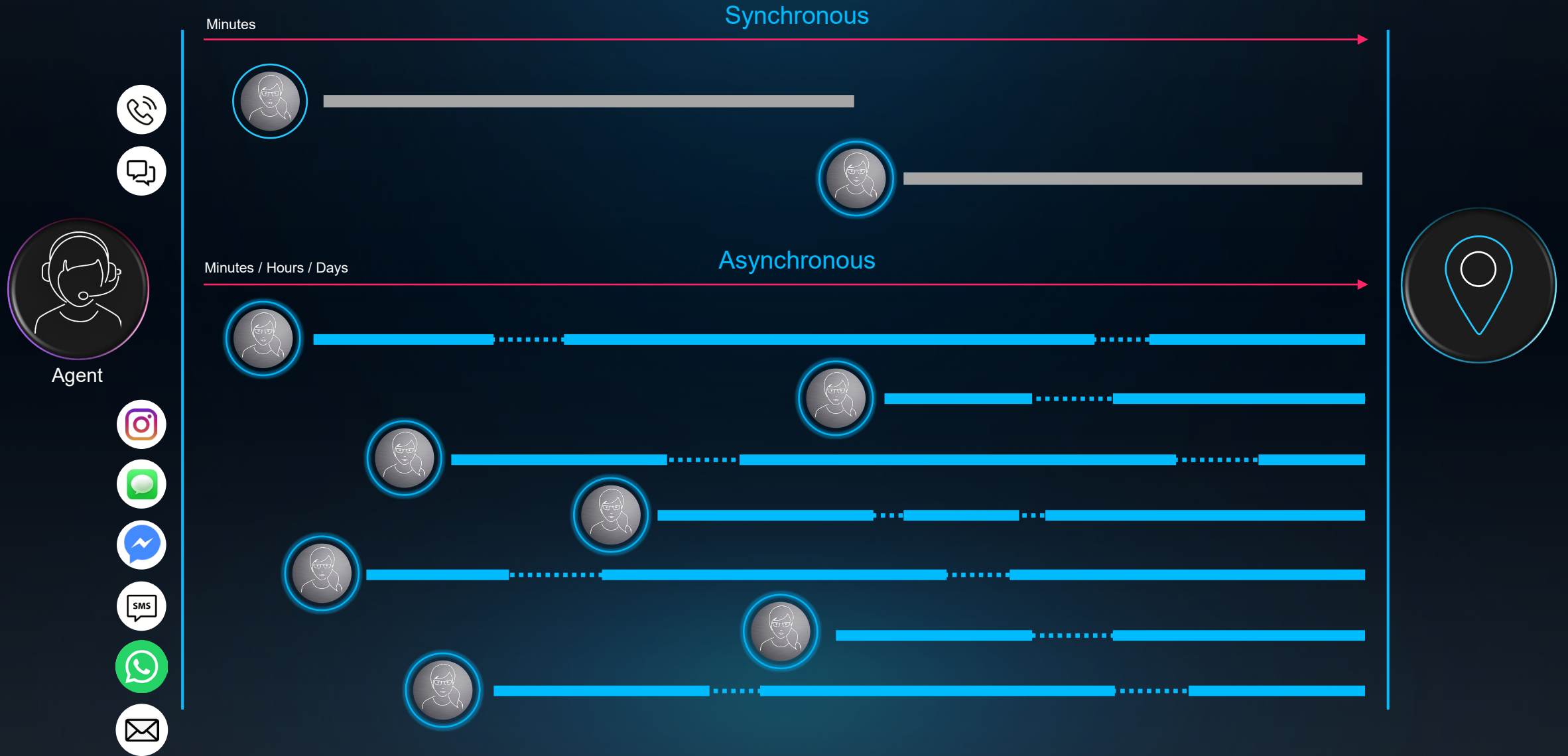
Gartner



Agents Manage Multiple Layers of Every Interaction



A Single Agent Can Manage Multiple Conversations



Real-time Agent Assist: Impacts to Key Metrics

43%

Increase CSAT



24%

Reduction AHT



27%

Higher FCR



16%

Decrease Churn



Results Across Verticals



Top 3
Streaming Provider



Top 10 Property &
Casualty Insurance



Major
Wireless Carrier

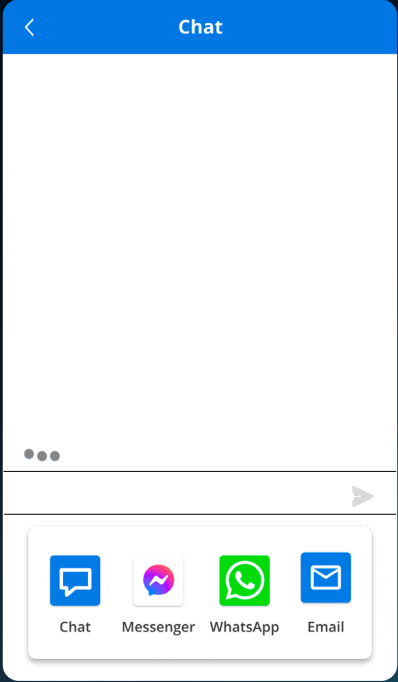


Leading Regional
Retail Bank

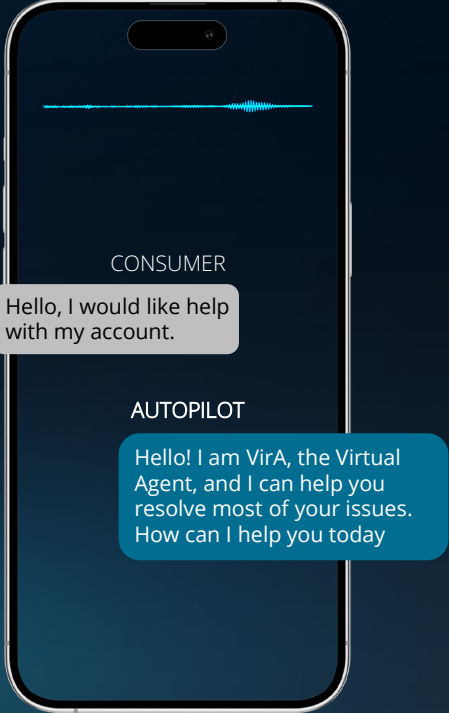
Omnichannel Conversational AI



Chat



Voice



Conversational AI Improves Key Metrics

63%

Increased
Containment



27%

Reduction
Time to Resolution



37%

Higher
FCR



44pts

Greater
NPS



Customer Results



Highly Ranked
Travel Leisure



Premier Wealth
Management



Leading
Cable Provider



Top 10
Healthcare System

The Data Challenge Facing Businesses Today

Access to Data is isolated & not easily accessible



Operations
Leadership

Technology Problems

- What data do I have?
- What systems do I need to access?
- How do I connect data across apps?

Business Problems

- What is the volume for each of the contact types?
- Which of these types are currently trending?
- Which types have volume that represent the best opportunity to automate?



Conversational Insights Provide Efficiency Gains

16%

Improvement in
Operating Efficiency



42%

Faster Time to Value



56%

Reduced Reporting Costs



24%

Increased Data Accuracy



Results Across Verticals

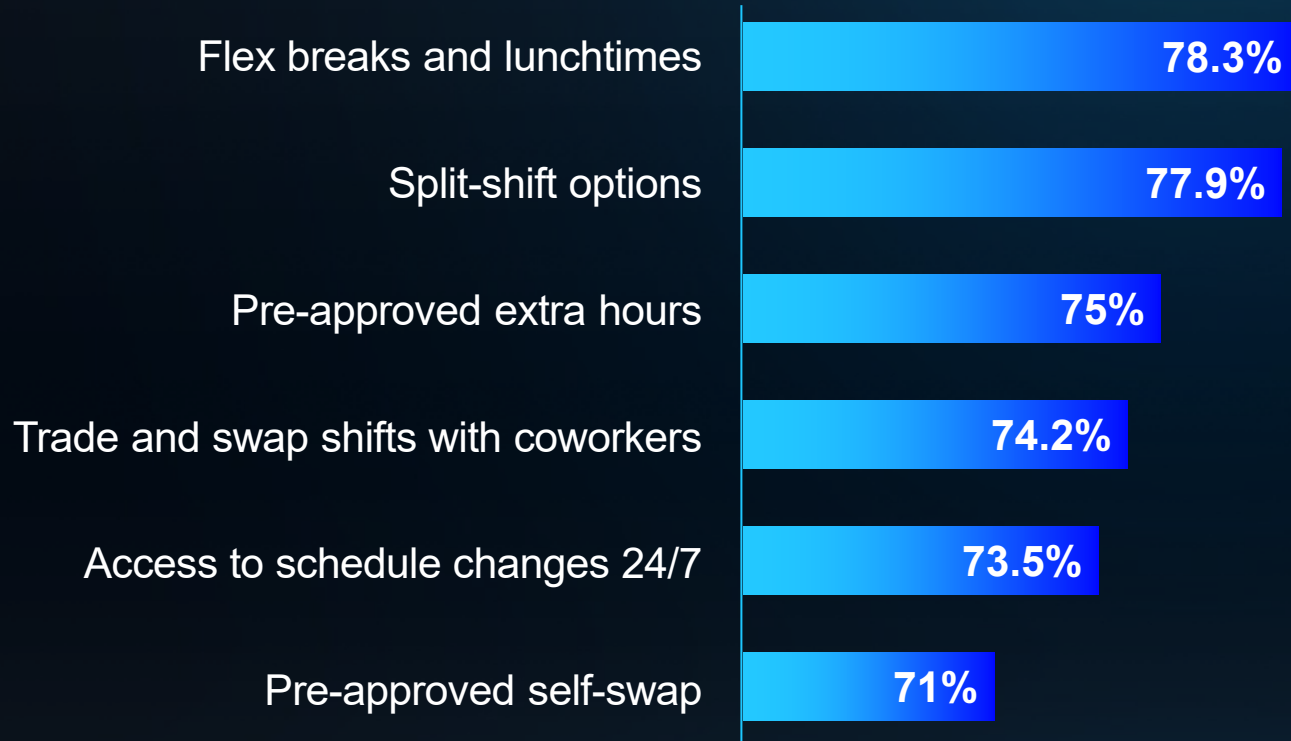
Major Delivery
Logistics Company

National Electronics
Retail Chain

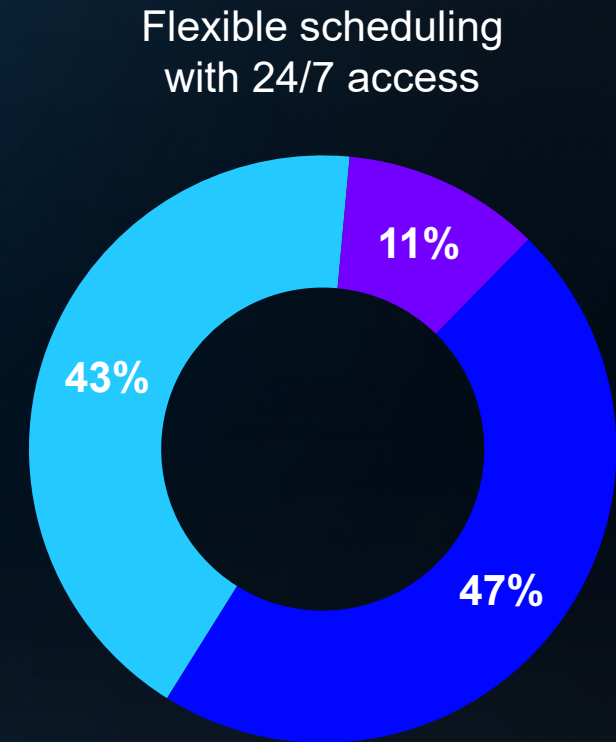
Leading E-Comm
Company

Top 10 CPG
Manufacturer

Flexible Scheduling Is Critical for Agents



The most important aspects of flexible scheduling



Factors that affect the decision to keep a position

Thank You

NICE

Make experiences *flow*