

BENEFITS

Get actionable information out of your investment on Day 1.

Easily create custom reports to fulfill your organization's unique requirements.

Create an early warning system so you know when action is needed.

Use your existing reporting expertise to address advanced reporting needs.

Increase the value of your contact center data by augmenting it with information from other systems.

CXone Reporting Guide: Smarter, more informed decisions

Verizon's Virtual Contact Center utilizes NICE inContact's CXone Reporting that guides smarter, more informed decisions with near real-time and historical insights on key mission metrics and trends through fully integrated reporting and data access tools. Get immediate value out-of-the box and ready access to the full range of NICE inContact CXone data elements.

Get quick and easy access to information

Building reports can be a time-consuming task that requires special expertise, but not with CXone Reporting. Pre-built reports give you fast access to information, and it's easy to create custom reports to satisfy your unique organization requirements. Sharing information is simple with the ability to securely send information and control access.

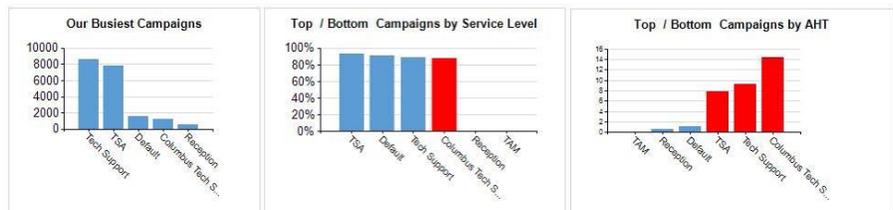
- Choose from more than 50 pre-built reports, available out of the box, to gain quick access to information on agents, outbound campaigns, customer contacts, IVR, skills, service levels, and more.
- Create custom reports easily by selecting from over 180 out-of-the box metrics.
- Comprehensive filter settings ensure relevant information for everyone, from agents to executives.

Campaign Performance

Technical Success, BU # 24

Filters:

Campaign = Tech Support AND Default AND Reception AND TSA AND Columbus Tech Support AND TAM



| Campaign Name | Incoming | Outbound | Agent Offered | Handled | AHT | Abandons | Avg. InQueue Time | % Abandons | Avg. Abandon Time | Service Level |
|-----------------------|----------|----------|---------------|---------|----------|----------|-------------------|------------|-------------------|---------------|
| Columbus Tech Support | 843 | 827 | 548 | 1270 | 00:14:22 | 34 | 00:01:56 | 5.95% | 00:02:58 | 87.92% |
| Default | 6892 | 481 | 1265 | 1606 | 00:01:07 | 82 | 00:00:12 | 6.19% | 00:00:44 | 90.57% |
| Reception | 0 | 660 | 0 | 588 | 00:00:30 | 0 | 00:00:00 | 0% | 00:00:00 | 0% |
| TAM | 2925 | 4384 | 0 | 0 | 00:00:00 | 0 | 00:00:00 | 0% | 00:00:00 | 0% |
| Tech Support | 26 | 7221 | 2418 | 8603 | 00:09:14 | 140 | 00:01:48 | 5.57% | 00:08:25 | 88.42% |
| TSA | 4699 | 1373 | 3317 | 7808 | 00:07:49 | 114 | 00:00:41 | 1.68% | 00:05:53 | 93.57% |

Pre-built reports deliver value out of the box.

Take early action

Many contact centers struggle with issues unnecessarily escalating out of control, because they aren't aware of them until it's too late. CXone Reporting dashboards give you fast, relevant information across a wide range of contact center roles so you know when action is needed.

- Track key real time metrics such as agent status, service level, skill performance, and customer contacts with pre-configured widgets.
- Combine near real-time and historical information to understand when something out of the norm is happening.

Amplify your reporting efforts

It's no longer difficult to pull data from external systems for use by reporting experts and business intelligence systems. With CXone Reporting you can automate and streamline the secure flow of CXone data to these systems, which helps increase its value and transforms it into an organization wide asset.

- Get current information with Direct Data Access.
- Access for intra-day and historical reporting and hourly data roll-ups.
- Extract data and store it in a data warehouse to be accessed by in-house tools.
- Utilize reporting APIs for programmatic access to data.

Key Features

Pre-defined Reports

- Run visually stunning, reports specially designed for visual presentation, printing, and sharing.
- Easily analyze reports using a blend of graphics for quick performance comparisons and table views for detail data.

Direct Data Access

- Get direct access to summary and contact detail data through a secure connection into your organization unit data model.
- Create, save, and distribute an unlimited number of historical reports.
- Use Microsoft Excel to tailor reports to your organization needs.
- Obtain access to current data with intra-day and historical reporting with automatic data roll-ups.

Custom Reporting

- Create and share a virtually unlimited number of report templates.
- Point-and-click to choose from available statistics and to apply filters.
- Select from different output file formats.
- Schedule reports to run at defined intervals, and distribute via email or secure FTP.