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Nexidia Interaction Analytics | NICE

With NICE's AI-driven analytics solutions, Alpha-Bank is now empowered to proactively drive up positive experiences

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while improving service processes. "This project, driven by the NICE Nexidia Analytics and Quality Central, has exceeded our expectations," said Ivan Pyatkov, Director of Digital Business, Member of the Alfa-Bank Board. "The system has already driven significant revenues for the bank owing to growth in sales, optimization of service

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processes and improved loyalty last year, and ...

Alfa-Bank Leverages NICE Nexidia's AI-Powered Analytics ...

Hoboken, N.J., August 17, 2017 - NICE (Nasdaq:NICE) today announced that CSU, a leading Brazilian business process outsourcer and technology

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services provider, is adopting NICE's cloud-based Nexidia Analytics solution to improve quality and efficiency throughout its contact centers. With omnichannel capabilities and automation, NICE is providing CSU comprehensive interaction analytics and a ten-fold improvement in efficiency with the service it provides for its customers.

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Within the NICE Nexidia Customer Engagement Analytics framework, understanding your customers' conversations begins with Nexidia Analytics. Nexidia provides the foundation, both in technology and in

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fast time to insight, to allow you to know where your customers and agents could use additional assistance. As an added overlay or stand-alone solution to Nexidia Analytics, Nexidia Scan and Agent Assist™ is a tactical, real-time contact center monitoring and agent assistance solution that ...

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With NICE Nexidia Analytics, Leading Brazilian Outsourcer CSU is 10 Times More Effective CSU gains a new competitive edge, providing organizations more strategic insights from all customer interaction channels
Hoboken, N.J., August 17, 2017 – NICE

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(Nasdaq:NICE) today announced that CSU, a leading Brazilian business process

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Built to Boost Your Business Metrics. The
NICE Nexidia Customer Engagement
Analytics Framework is the most

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comprehensive approach to customer analytics available today, from the micro level interaction analytics and IVR optimization to macro level journey analytics to predictive modeling for matching customers to agents.

Customer Engagement Analytics | NICE - Nexidia

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Paramus, New Jersey, January 11, 2016 – NICE Systems (NASDAQ: NICE) today announced that it has entered an agreement to acquire Nexidia, a leading provider of advanced customer analytics. The new combined offering transforms the market by featuring analytics capabilities with unparalleled accuracy, scalability and performance,

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empowering organizations to significantly expand their analytics usage in critical business use cases.

NICE Acquires Nexidia | NICE Systems

With the next iteration of Nexidia Analytics, NICE is helping to lead the charge. Customers demand a unified

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interaction analytics platform that will accurately search, identify, and draw conclusions from a single pool of audio, chat, e-mail, and text interactions.

Nexidia Analytics|Analytics - Interactive Capture Systems

Customer Journey Analytics, IVR
Optimization, Intelligent Routing, and

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Quality Central - All Powered by Nexidia Analytics NICE Nexidia offers the most comprehensive approach to customer analytics, with the ability to provide micro level intelligent routing and insights on masses of individual interactions alongside the macro level understanding of the customer's entire journey.

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Nexidia Contact Center Analytics | NICE

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Working with some of the world's largest contact centers, government agencies, and legal firms, Nexidia, a NICE analytics company, helps organizations realize the

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amazing possibilities now discoverable through advanced speech and interaction analytics.

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With NICE Nexidia Analytics, Leading Brazilian Outsourcer CSU is 10 Times More Effective. NICE (Nasdaq:NICE) today announced that CSU, a leading

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Brazilian business process outsourcer and technology services provider, is adopting NICE's cloud-based Nexidia Analytics solution to improve quality and efficiency throughout its contact centers. . With omnichannel capabilities and automation, NICE is ...

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NICE Nexidia Speech Analytics Provides Hakuodo DY ...

NICE Systems, the leading customer experience analytics and business intelligence platform, introduced its latest interaction solution, Nexidia Interaction Analytics. The customer experience management platform

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announced the new solution following its decision to acquire Nexidia, a leader in provisioning advanced customer analytics.

NICE Acquires Nexidia; Introduces Nexidia Interaction ...

"CSU.Contact is one of NICE's most innovative clients and the first contact

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center in Latin America to implement NICE's Nexidia Analytics solution. This is the latest indication of remote service providers, among more and more companies in all industries, seeking to reinvent their customer service and achieve their business objectives with ...

News : With NICE Nexidia Analytics,

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Brazilian Outsourcer ...

NICE (Nasdaq: NICE) is announcing that Hakuholdo DY Holdings Inc., a world leading marketing services company, has become the first marketing services company in Japan to implement NICE Nexidia Analytics. Seeking technology to analyze interactions and customer conversations within the many different

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areas of the company, Hakuholdo DY Holdings Inc. has begun improving customer satisfaction and sales efficiency.

NICE Nexidia Speech Analytics Provides Hakuholdo DY ...

NICE (Nasdaq: NICE) is the world's leading provider of both cloud and on-

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premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of...

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