# NICE inContact CXone
# Agent for Salesforce®

Consolidated agent desktop for fast, personalized service

Driving business results in your contact center is no easy task in today's highly competitive environment. Customers expect a consistent omnichannel experience, with personalized interactions regardless of how they reach out to you. At the same time, you are asked to optimize efficiency and to do more with less. The NICE inContact CXone Agent for Salesforce® provides you with all the tools you need to meet your customers' expectations and achieve your business goals.

## Consolidated Agent Interface for Salesforce Classic and Lightning

CXone Agent for Salesforce adds a global carrier-grade voice channel and intelligent routing engine to Salesforce digital customer interaction channels—including omnichannel elevation/combination across channels.

Adding CXone intelligent routing of digital channels improves the customer experience through skills-based routing—that combines agent proficiency with customer attributes from Salesforce—to find the best customer service resource for each interaction, enabling faster resolution of customer requests, fewer transfers, and options to provide higher levels of service to premium customers.

In addition, CXone Agent for Salesforce extends the Salesforce Service Console with embedded workforce engagement (WEM) capabilities for agent scheduling, coaching and quality management.

### KEY FEATURES

- Intuitive voice and digital contact handling, agent scheduling, and performance management embedded into Salesforce Sales Cloud, Service Cloud, Health Cloud and Government Cloud
- Global carrier-grade voice channel and intelligent routing engine added to Salesforce digital: chat, email, SMS, cases
- Customer data synchronized with every assigned contact, including activity timeline and contextual hovers
- Access to personal and team statistics on performance and productivity from within the agent interface
- Skills-based routing directs Salesforce channels to the best-suited agent
- WEM integration enables agents to manage schedules and performance without leaving Salesforce
- Salesforce omnichannel presence integration prevents interruption of voice interactions

## Optimize agent and customer experience



Personalize customer interactions with customer data at the agents' fingertips



Increase agent efficiency with unified agent desktop that includes WEM



Connect customers to the right resource, on the right channel, right away

Agents have customer data in Salesforce at their fingertips, synchronized with each interaction. Customers are identified based on data such as caller ID or input from the IVR, email address, customer number or other identifying information. This enables the handling agent to personalize each interaction. At the same time, NICE inContact CXone helps enrich the data in Salesforce with automated contact record creation, and the ability to add information to the Salesforce customer record.

Personal reports for agent performance and productivity, as well as current contact center status allow the agent to pace contact handling based on real-time insight and the ability to view their team's statistics fosters competition.

With access to Dynamic Address Books, agents can reach out to contact center and Enterprise resources confidently to resolve a customer issue at the first interaction.

**Want to learn more?**
www.niceincontact.com/crm-Salesforce

**Want to talk to one of our specialists?**
1-866-965-7227

**Want a quote?**
get.niceincontact.com/get-quote

CXone skills-based routing takes Salesforce digital channels and routes them to the best-suited agent—rather than simply the next available agent. The agent then manages the interaction natively in the Salesforce interface, improving the effectiveness those channels and the customer experience.

Through the integrated CXone Workforce Engagement Suite, agents can now manage their schedules and  performance directly in Salesforce. Everything—from shift bids and vacation requests to quality evaluations and coaching sessions—is available at their fingertips, and automatic notifications help them take ownership of their day.

## CXone Agent for Salesforce provides:

- An easy-to-use, intuitive interface with Salesforce screen pops based on customer information such as caller ID or input from the IVR, email address or other identifiers.

- Streamlined omnichannel contact handling in a consolidated interface for inbound and outbound voice, voicemail, work items, as well as Salesforce provided email, chat, text/sms, and cases.

- Integration with Personal Connection for advanced outbound dialing, as well as click-to-dial, to speed up direct outbound calls to phone numbers saved in Salesforce.

- Personal reports for performance and productivity of each agent and the ability to view their team's statistics within the integrated agent interface.

- Automated contact record creation in Salesforce including the ability to write to any field in Salesforce.

- Salesforce omnichannel presence integration with a consolidated state based on both Salesforce and CXone interaction status. This can be used to prevent Salesforce Live Agent chats being assigned to an agent on top of a routed CXone interaction (or vice-versa), for example.

## CXone Agent for Salesforce Agent Desktop



| Intuitive Agent Interface | Consolidated Agent Controls | Integrated Workforce Engagement |
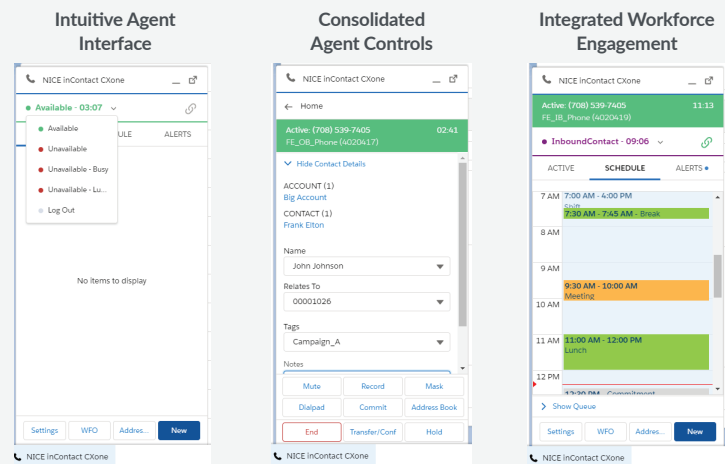
## CXone Packages for Salesforce

| NICE inContact CXone | Contact Center | | | |
|---|---|---|---|---|
| | Core | Essential | Advanced | Complete |
| Cloud Native Platform | ● | ● | ● | ● |
| Work from Home | ● | ● | ● | ● |
| Quality Optimized Voice Service with 3 Ports per Agent | ● | ● | ● | ● |
| Softphone | ● | ● | ● | ● |
| Call Recording with 5GB Storage | ● | ● | ● | ● |
| CXone Agent for the CRM of Your Choice | ● | ● | ● | ● |
| Integrated Omnichannel ACD/IVR | ● | ● | ● | ● |
| Integrated Predictive Dialer | ● | ● | ● | ● |
| Visual IVR Studio Designer | ● | ● | ● | ● |
| Contact Center Dashboard & Reporting | ● | ● | ● | ● |
| Quality Management | | ● | ● | ● |
| Workforce Management | | | ● | ● |
| Performance Management Reporting | | | ● | ● |
| Customer Surveys | | | | ● |
| Interaction Analytics | | | | ● |

## About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

75 West Towne Ridge Parkway, Tower 1, Salt Lake City, UT 84070

tele | +1 866.965.7227     intl | +44 (0) 207.002.3000

email | info@NICEinContact.com     web | www.NICEinContact.com