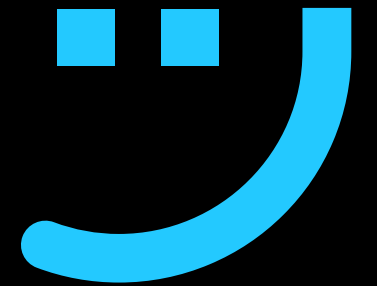


Performance Analytics for Salesforce Einstein

Improve your contact center performance

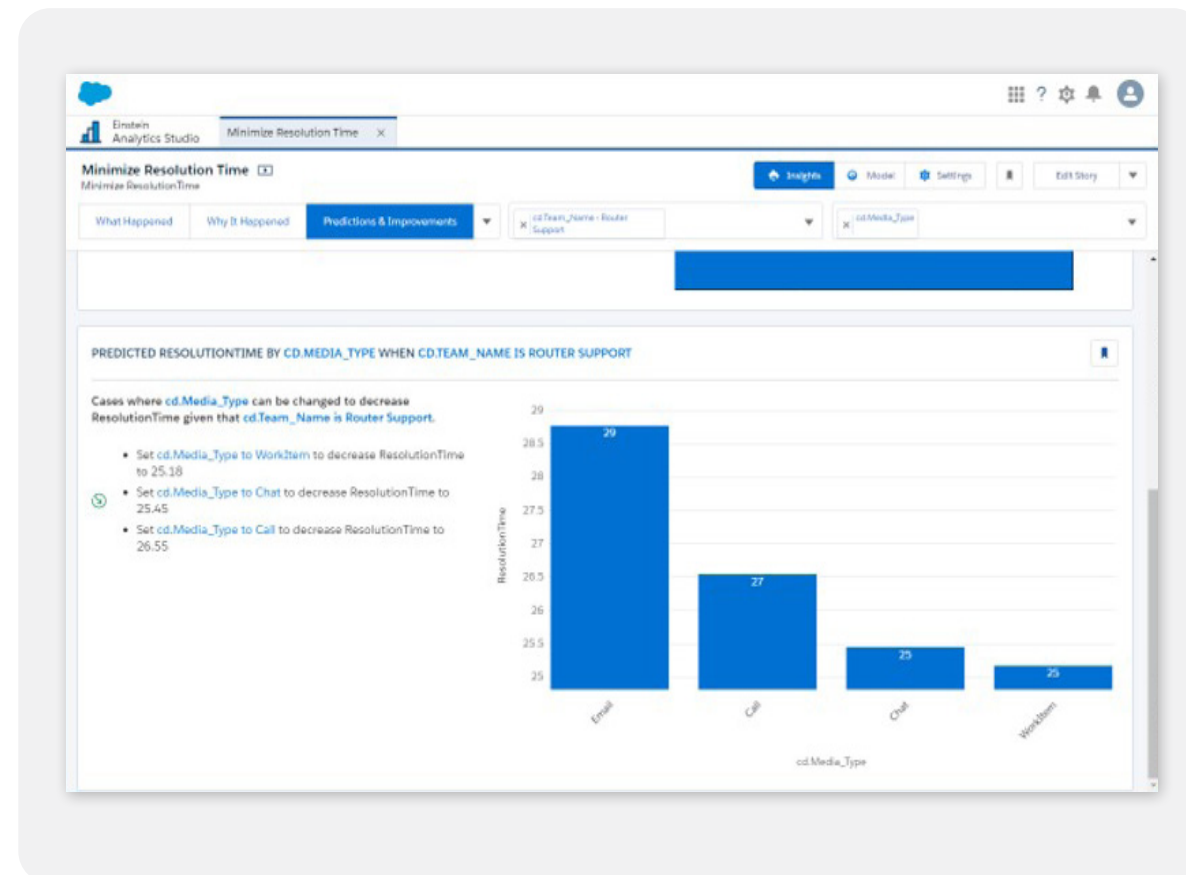
CXone Performance Analytics for Salesforce Einstein is an AI-powered analytics application that delivers specific recommendations to improve contact center performance. In just a few clicks, get precise insights to boost first contact resolution, agent efficiency and sales productivity—no coding or data specialists required. CXone contact center interaction data is linked directly to Salesforce, creating a complete view for analytics to uncover insights and offer predictions into the benefits and risks behind suggested optimizations. Plus, this high-value contact center analytics application is FedRAMP authorized and PCI compliant.



[Learn more](#)

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Data-Driven Predictions



DRIVE REAL IMPROVEMENT WITH DATA-DRIVEN DECISIONS

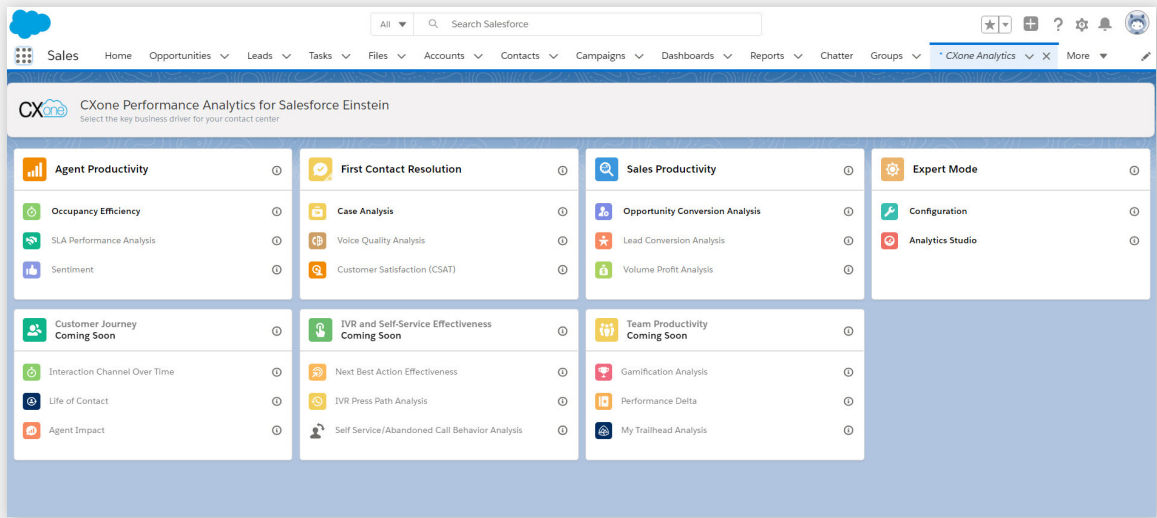
Use data-driven recommendations and predictions to ensure any changes you make will lead to better results.

- Discover exactly where and how to improve your contact center KPIs with targeted recommendations.
- Assess the impact of changes before you implement them using data-backed predictions.
- Ensure positive outcomes using detailed data-driven insights.

BENEFITS

- Reduced operational costs
- Improved customer satisfaction
- Increased sales revenue
- Reduced risk
- Strengthened compliance

Out-of-the-Box Analytics

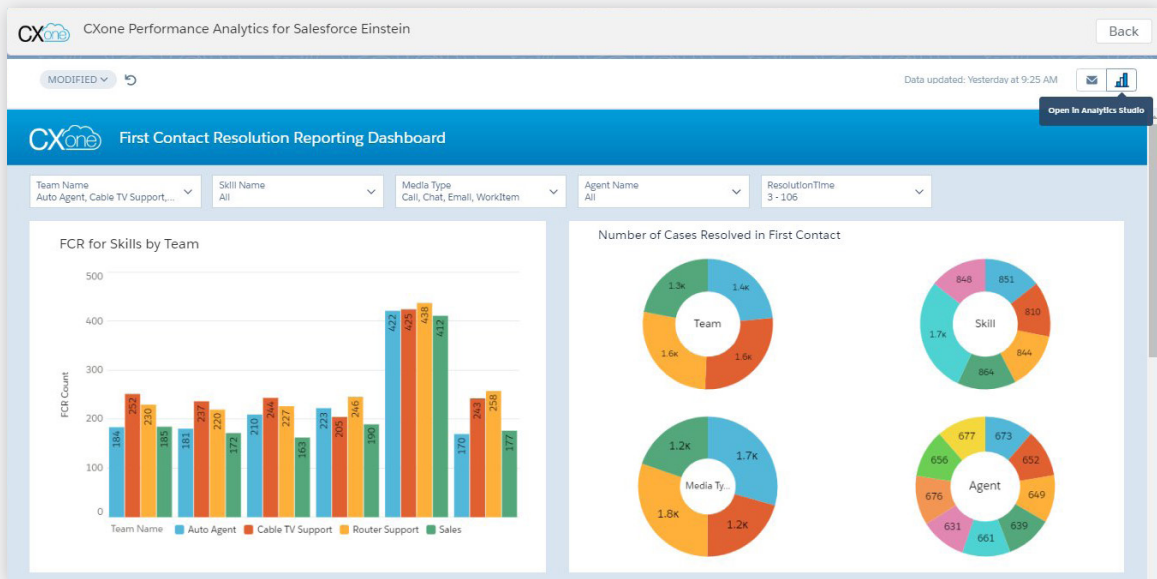


ACCURATE INSIGHTS,
NO EXPERT REQUIRED

Access AI-driven insights in just a few clicks, while saving time and effort with automated data linking and analysis.

- Automatically linked Salesforce and CXone data provides an accurate, 360° view of contact center performance.
- Out-of-the-box AI analysis and data visualizations are easy for any role to use, no data specialist required.
- Simplify your purchasing process with a bundled-in Salesforce Einstein Analytics Plus License.

Easy-to-Understand Dashboards



AGILITY AND
ADAPTABILITY

Customize your contact center insights, plus meet your specific configuration and compliance requirements.

- Create your own analytics insights and manage data synchronizations.
- Meet government and regulatory requirements for FedRAMP and PCI compliance.
- Both custom CXone/Salesforce integrations and CXone Agent for Salesforce are supported.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com

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