

With Nice Nexidia Analytics Leading Brazilian Outsourcer

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~~[Nexidia Analytics The most powerful omnichannel interactions solution available. Turn your customer interactions into valuable insights, and transform your contact center operations, your customers ' experiences, and your organization as a whole. Know Your Customers with Omnichannel Interaction Analytics](#)~~

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Hoboken, N.J., August 17, 2017 – NICE (Nasdaq:NICE) today announced that CSU, a leading 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 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 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

...

~~Real Time Monitoring with Nexidia Analytics | NICE~~

With NICE's AI-driven analytics solutions, Alpha-Bank is now empowered to proactively drive up positive experiences 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 processes and improved loyalty last year, and ...

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

Yaron Hertz, president, NICE Americas: "CSU.Contact is one of NICE's most innovative clients and the first contact center in Latin America to implement NICE 's Nexidia Analytics solution. This ...

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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 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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The NICE Nexidia Customer Engagement Analytics Framework is the most 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. Predictive Behavioral Routing. Customer Journey Solutions.

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~~Customer Engagement Analytics | NICE - Nexidia~~

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

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January 11th, 2016. 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, empowering organizations to significantly expand their analytics usage in critical business use cases.

~~NICE Acquires Nexidia | NICE Systems~~

Customer Journey Analytics, IVR Optimization, Intelligent Routing, and 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.

~~Nexidia Contact Center Analytics | NICE~~

These organizations turn to NICE to operationalize this data to improve business performance, increase operational efficiency, prevent financial crime, ensure compliance, and enhance safety and security. Working with some of the world ' s largest contact centers, government agencies, and legal firms, Nexidia, a NICE analytics company, helps organizations realize the amazing possibilities now discoverable through advanced speech and interaction analytics.

~~NICE | nexidia | MyCustomer~~

NICE Acquires Nexidia; Introduces Nexidia Interaction Analytics®. Customer Experience Management. By Sudipto Ghosh Last updated Jan 13, 2017. NICE Systems, the leading customer experience analytics and business intelligence platform, introduced its latest interaction solution, Nexidia Interaction Analytics. The customer experience management platform announced the new solution following its decision to acquire Nexidia, a leader in provisioning advanced customer analytics.

~~NICE Acquires Nexidia; Introduces Nexidia Interaction ...~~

With NICE Nexidia Analytics, Leading Brazilian Outsourcer CSU is 10 Times More Effective: Date : 08/17/2017 @ 12:00PM:
Source : Business Wire: Stock : NICE Ltd (NICE) Quote : 152.18 -0.68 (-0.44%) @ 4:00AM

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NICE (Nasdaq: NICE) is the world ' s leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of...

~~NICE Nexidia Speech Analytics Provides Hakuodo DY ...~~

About NICE NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced...

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Presented by: Michele Carlson, Sr. Product Marketing Manager, NICE Nexidia and Ken Brisco, Sr. Product Marketing Manager, NICE Nexidia. There are a lot of technology products available on the market.

~~NICE Nexidia Webinar~~

A leading universal private bank in Russia, Alfa-Bank, has deployed NICE (NASDAQ:NICE) Real-Time Authentication (RTA) solution. Earlier this year, Alfa-Bank also announced its use of NICE Nexidia ...

~~Largest universal private bank in Russia deploys NICE RTA ...~~

DMG Consulting's 2019-2020 Contact Center Analytics Product and Market Report states that NICE was the clear interaction analytics market share leader with 43.1% market share. This represents over 2.9 million seats, over a million more than its nearest competitor. Download the reprint to learn more about DMG ' s research and findings.

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