



Make experiences *flow*

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 

ENLIGHTEN AI FOR COMPLAINT MANAGEMENT

NICE



Enlighten AI for Complaint Management identifies and remediates consumer complaints to protect organizations from reputational, financial and compliance risks. It analyzes 100% of interactions across all channels and accurately categorizes and routes consumer complaints for automatic review and resolution.

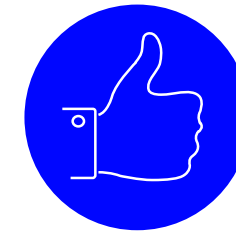
Based on the first comprehensive framework for customer engagement, Enlighten AI for Complaint Management uses artificial intelligence (AI) derived from 20+ years of research and development and industry experience as well as the most comprehensive and expansive interaction dataset in the world.



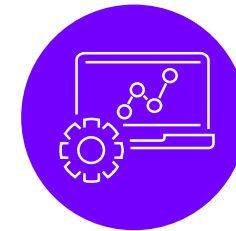
Key Benefits



SAVE MILLIONS
IN POTENTIAL
REGULATORY FINES AND
REPUTATIONAL LOSS



IMPROVE CUSTOMER
SATISFACTION



BOOST OPERATIONAL
EFFICIENCIES

Automate Complaint Management

Organizations invest significant resources into identifying consumer complaints, but programs that rely on manual processes and subjective analyses can be error-prone and costly. Enlighten AI for Complaint Management protects you from consumer complaints that can damage brand reputation or lead to compliance violations and penalties.

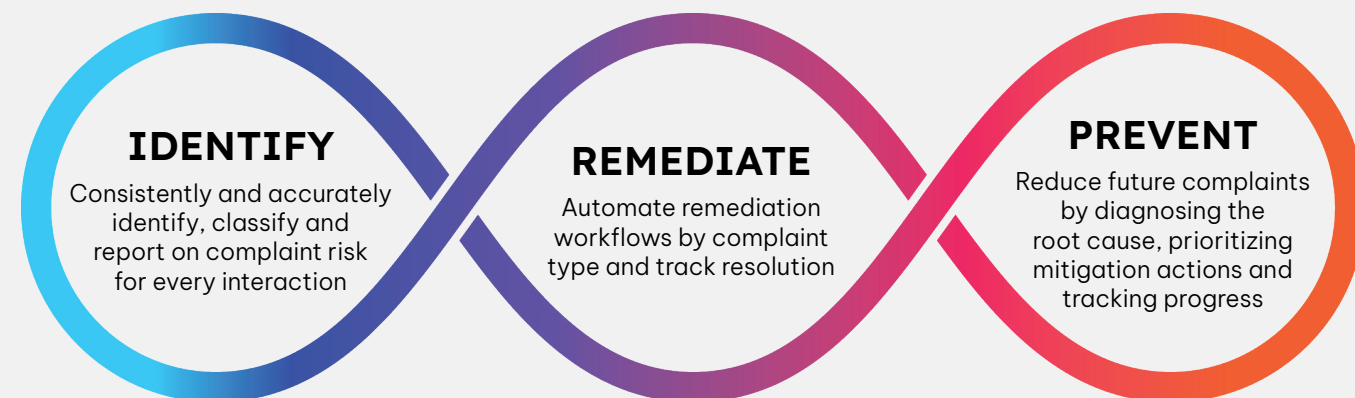
“The solution extracts insights we weren’t previously able to access, filling in our most critical gaps.”

—CX ANALYST

Modernize Your Complaint Management Program with AI

Enlighten AI consists of pre-built behavioral models, providing you a foundation of complaint data that will accelerate your program implementation. Machine-learning AI models identify behavioral patterns that are inaccessible to humans, enabling more accurate regulatory reporting and making it possible to take action to improve customer experiences, prevent churn and reduce operational costs.

Because complaints definitions differ by organization, the AI models can be tuned to meet your specific needs. Organizational data can be used to actively train models and scoring thresholds and reporting can be adjusted to provide a holistic view of consumer complaints.



TAKE A 360-DEGREE APPROACH TO COMPLAINT MANAGEMENT

Organizations that do not invest in compliance programs spend on average 2.71 times more in regulatory fines than organizations that do invest in such programs, according to the Ponemon Institute. Enlighten AI for Complaint Management enables you to comply with regulations, while also streamlining your approach to complaint management. Take your program to a whole new level of accuracy, with many more opportunities to close the loop with consumers.

Enlighten AI for Complaint Management

Fully Automated, Holistic Approach to Complaint Management

Identify the root cause of every single non-compliant interaction and automatically assign them for review using a remediation workflow. The complaint teams can access the complaints via a personalized dashboard. A built-in complaint management audit trail documents and tracks complaint resolution.

- Easily report on your complaint status to regulators with out-of-the-box templates.
- Dashboards that continuously monitor complaint volumes and trends to prevent future complaints.
- Complaint data and reports can also be exported for use by third-party compliance solutions.



Improve the Customer Experience

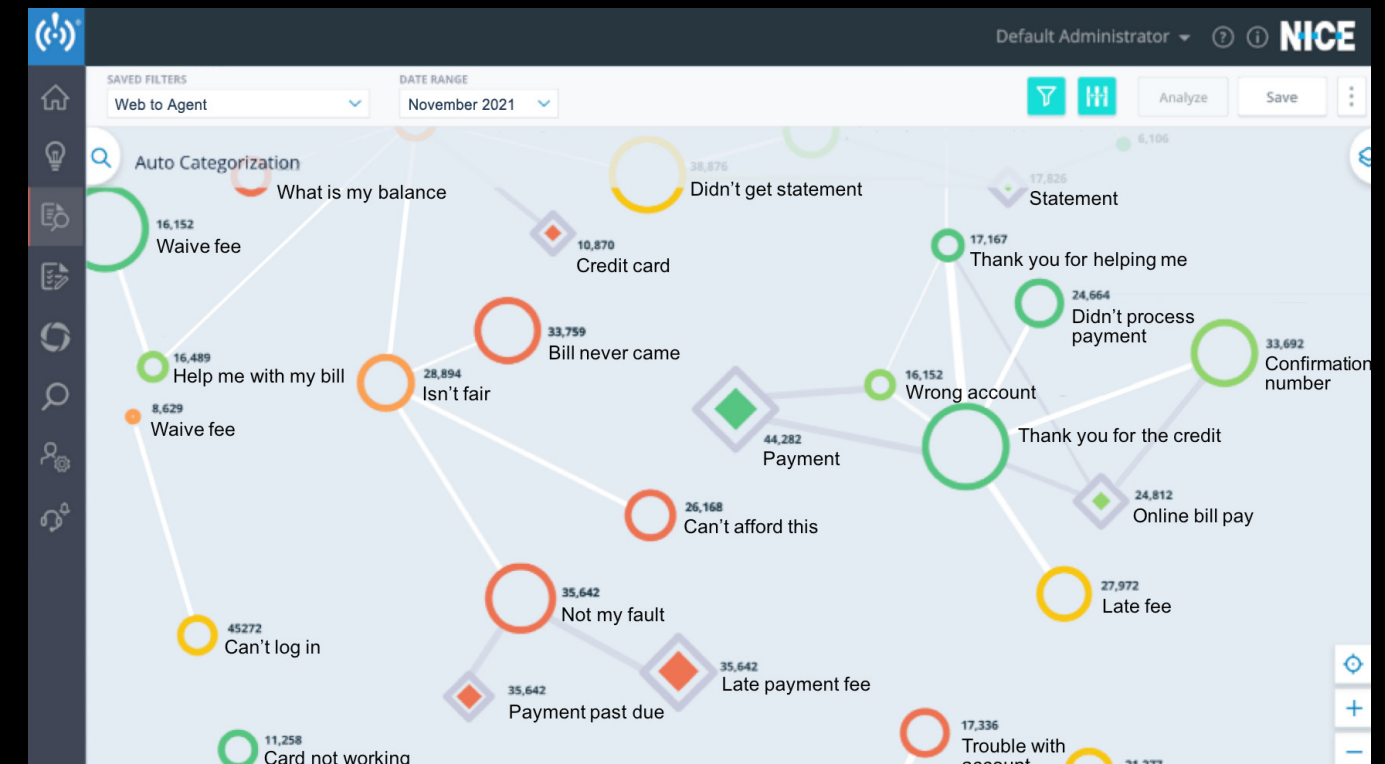
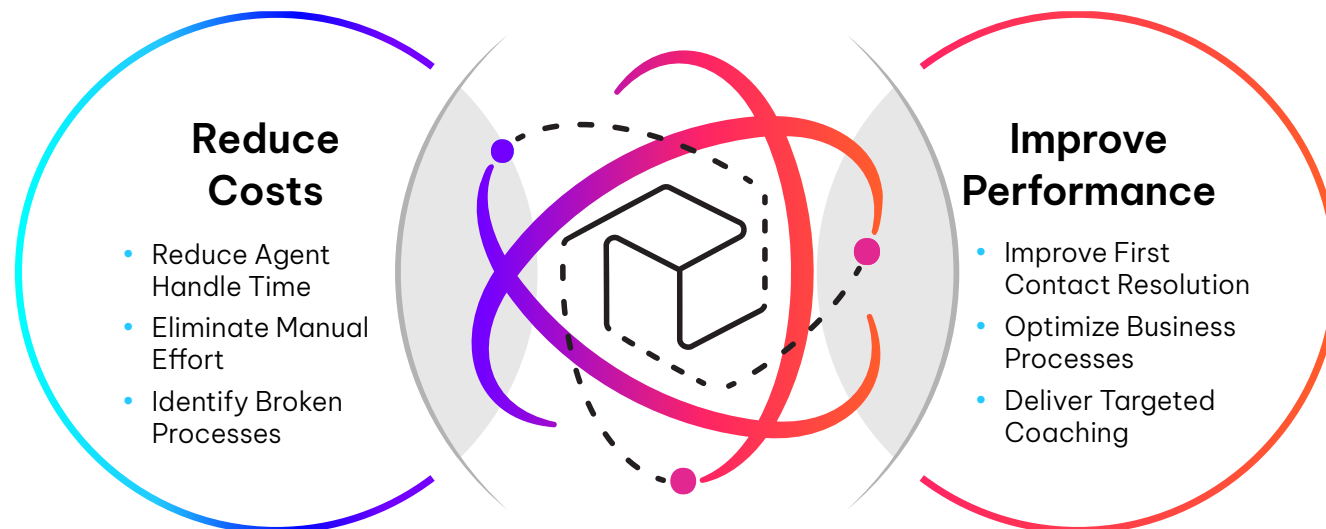
Enlighten AI for Complaint Management is a comprehensive, proactive analytics solution that includes:

- ✓ Sentiment analytics to auto-correlate negative topics and trends across all channels
- ✓ Automatic discovery to flag emerging or recurrent issues with early-warning systems

Boost Operational Efficiency

Understand the impact of complaints on the organization's overall performance with automated reports for internal analysts. Because complaints impact other areas of the business, it is important for organizations to measure them as part of the contact center operational dashboard.

TRANSFORMING COMPLAINTS INTO BUSINESS SUCCESS



Auto-correlate negative topics and trends across all channels