

Unlock the value in your data with advanced technology

Record all your customer interactions, voice and text, and turn them into real and valuable insights with **Nexidia Analytics**

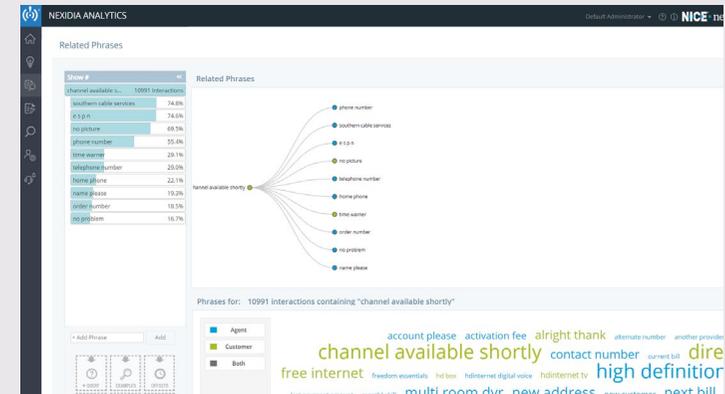
With Nexidia Analytics, you get access to the world's most powerful omnichannel interaction analytics solution, powered by neural phonetic networks that turn all your customer interactions into valuable insights. These insights will empower you to drive business outcomes that can transform your entire organization.

Customer experience has overtaken price and product as the key brand differentiator for consumers, but gaining the skills and insight needed to achieve best in class customer experience requires that analytics are built into your company's ecosystem.

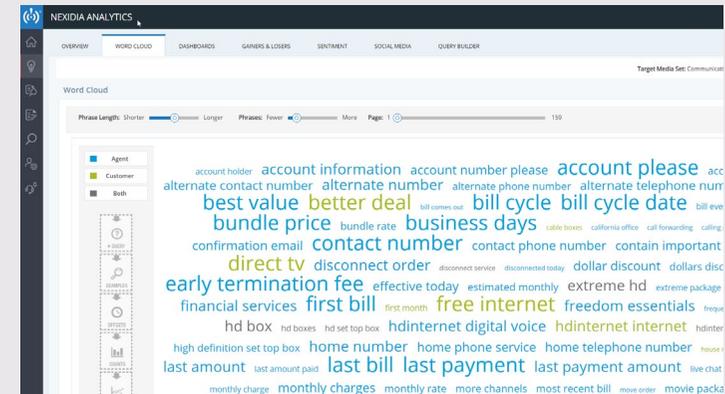
You can achieve deep insights which improve the quality and effectiveness of masses of individual interactions with Nexidia Analytics. You can track and understand the customer's entire journey across all touchpoints and be able to answer business-critical questions like:

- What product or process issues need to be addressed?
- What sales offers have we been making? Which ones resonate with which prospects and customers – and why?
- Which agents excel at customer service and what makes them successful?
- Where do we need to improve our customers' experiences?
- Where can we make it easier for them to find the information they need without needing to contact us?

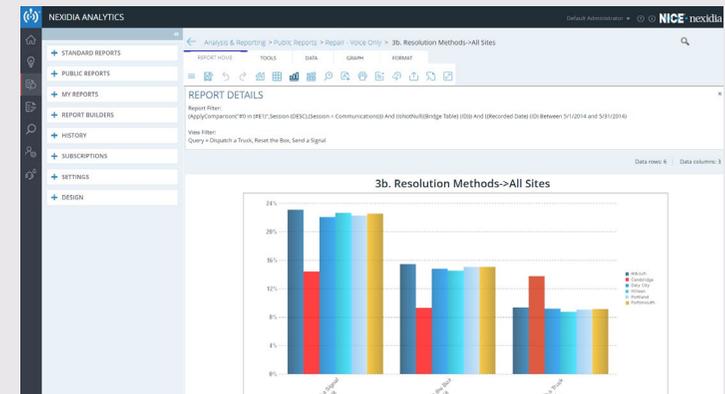
Related phrases in Nexidia Analytics allow you to uncover problem areas, deep dive into example interactions for root cause analysis, or build queries for automated reporting.



Use Nexidia Analytics to discover what your customers are talking about, and to uncover insights into issues that may affect your business.



Nexidia Analytics dashboards provide a comprehensive view for any individual in the business, from executives to managers to agents.



Value from customer behaviour

Nexidia Analytics will organise, analyze, and operationalise data from both audio and text interactions.

Get valuable insights about customer behavior from every touchpoint of their journey with the enterprise. With the ability to mine vital agent and customer data assembled from any source, including audio, chat, e-mail, SMS, surveys, and social media, organizations begin to live and breathe by the analytical insights found in the troves of information at their fingertips.

All sources of data are brought together into one view, giving organizations the ability to look closely at correlations and trends, uncover root causes and build predictive models to ultimately improve both agent and customer experience while inevitably saving costs and reducing customer effort.

A breakthrough technology framework

Nexidia Analytics is the only true omnichannel, comprehensive view of customer interactions in the industry.

Users can make use of this innovation in many ways:

Omnichannel Search

1. Search datasets across all interaction channels with threshold settings to allow for flexibility in spoken or written phrase detection (such as typos or broken speech patterns).
2. As your demands for more specific searches arise, the Query Builder allows for multiple queries to be built on one another or linked to particular interaction channels, with more advanced operators such as AND, OR, BEFORE, AND NOT, SUBSET, or TIMING.

Omnichannel Discovery

1. Visually identify frequently used phrases across multiple interaction channels – text, speech, and audio.
2. Identify patterns by easily correlating data from one channel with another.

Advanced Omnichannel Taxonomy of Topics

1. Discover indicators of positive or negative influence on your desired business outcome.

2. Study if customer conversations are similar across voice and text interactions, or different, and find out why.
3. Continually monitor trends to track upward and downward movement, and gain insight into emerging trends while ensuring initial KPI's.

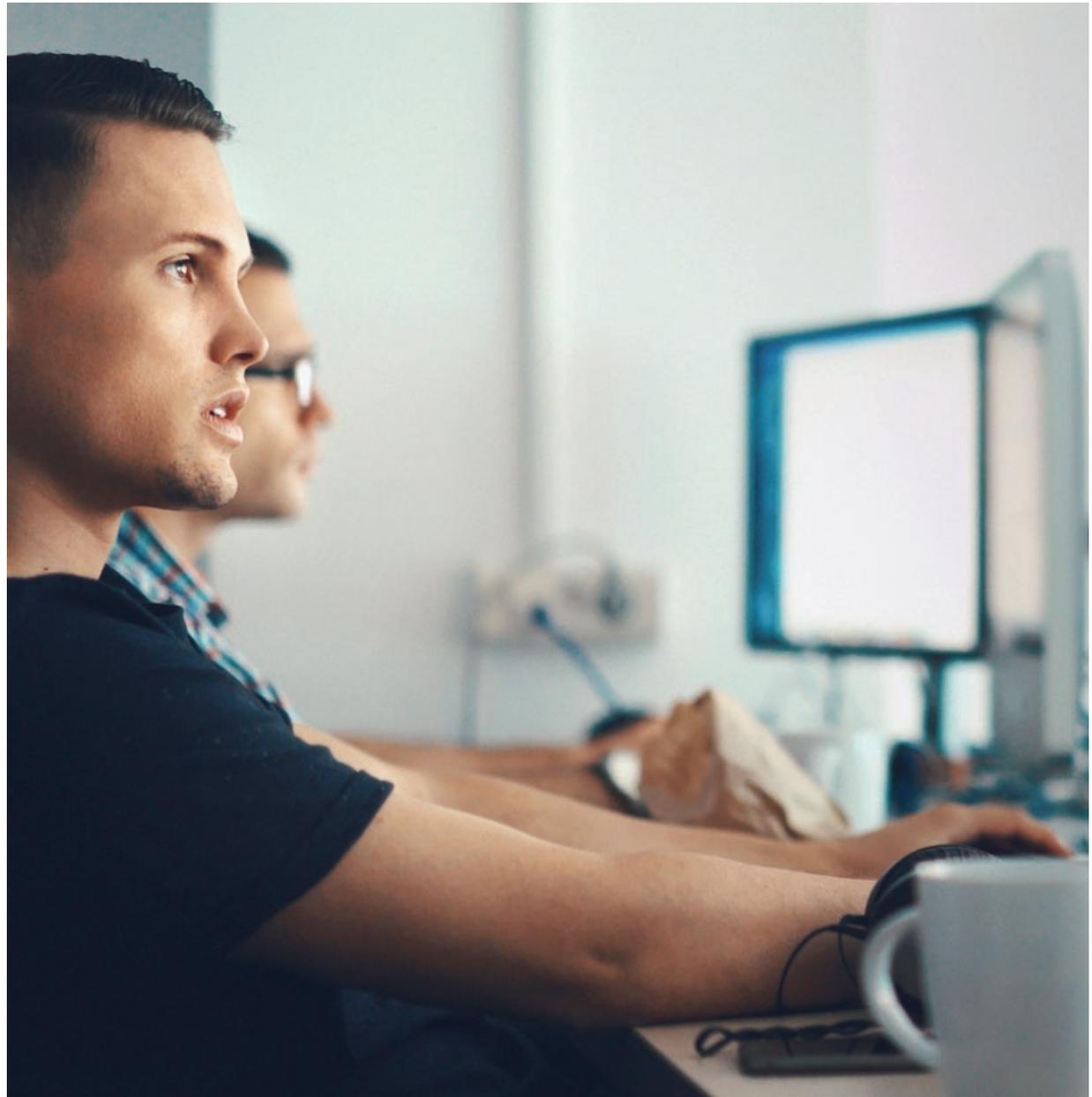
Omnichannel Reports

1. Easily export standard reports, or build custom reports as various business objectives require different sets of information.
2. See what customers are calling, chatting, and emailing about most.
3. Track customer activity across channels, such as support queries that start over email and escalate to chat.
4. Identify trending phrases whether spoken or written, numbers of interactions containing those specific phrases, and phrases that are similar to one another or used in the same context.
5. Create reports designed to study outliers, such as negative and positive sentiment scores or numbers of service calls scheduled across various contact centers.

Early discovery reveals trends across all channels

Reveal what you don't know what to look for – the emerging issues, trends, and topics that merit further investigation. You can navigate through word clouds to understand the relationships between topics and the relative occurrence of these topics to determine root cause.

Customer sentiment is measured on each interaction and is used to understand the issues that relate to high and low customer satisfaction. For a truly omnichannel discovery experience, Nexidia Analytics' discovery feature accepts text input from any and all text data sources. Given the growing percentage of interactions on text channels, this capability captures far more accurate information than just voice discovery alone.



Metrics-driven Performance Management

Enable call center agents to perform at their best. With Nexidia Analytics, each interaction on every voice or text channel is recorded and scored. The technology uses 100% of captured communications for agent evaluations and performance measurement.

Ensure that agent performance aligns with goals critical to both the contact center and to the company as a whole. NICE Nexidia supports custom metrics for quality initiatives based on analytics results supporting all metadata fields in the system.

Agent Evaluations Portal. Via the portal, agents review how they are performing against their peers and even perform self-evaluations as part of the collaborative coaching process.

Uncover precisely how often events of interest occur, why they happen, and how they are affecting the business.

Early discovery is key to investigating text and audio to formulate hypotheses, but this is only the beginning. The next step to leveraging the power of Nexidia Analytics is to take these insights and use them for in-depth, quantitative analysis across all customer interactions, without regard to the medium.

Deeper cause-and-effect connections.

Nexidia Analytics supports ad hoc searches to find any critical phrase in any channel, without the restriction of a pre-set dictionary of words or complex lexicon of phrase combinations. Once results are found, save that search using logic that defines the relationships between phrases, combined with time-based operators.

Support every level of the business

This toolset allows your analysts to go deep into the web of customer and business relationships, providing the capability to drill down to find information that can support every level of the business, whether the data ends up in a presentation to board-level executives, or in an individual performance review.

Experience core benefits from day one



Sales

Understand your customer and what drives sales. Make all your advisors as good as your best advisor.



Compliance

Enable proactive review capabilities for compliance that leave collusive and manipulative behaviour no place to hide.



Retention

Predict tomorrow's churn today based on interaction analytics. Address high-risk churn proactively to drive better customer retention.

Start transforming the value of your call center today. You will be up and running in no time

Getting started has never been easier.

NICE Nexidia's technology analyses 100% of calls to quickly extract accurate business intelligence. Audio and metadata is taken from the existing call recorder and then ingested inside the application which converts the audio into a searchable model. From this, it is a simple matter to create reports based on agent quality metrics, compliance alerts based on specific policies, or perform in-depth root cause analysis.

TM Group will bring you safely through an effective implementation of NICE Nexidia. We work closely and discreetly with your team to set up a perfect fit for your business.

TM Group is a strategic partner to some of the largest banks and organisations in Scandinavia. With over 15 years of experience, TM Group are the experts in ensuring compliance and delivering outstanding customer engagements.

We install, manage and perform all technical implementation. Our domain expert consultants instruct and advise on how NICE Nexidia can help you get the best possible outcome to decide on vital issues in the future.

We offer free advice before you choose

If your organization needs to make its valuable customer data work harder, then why not contact TM Group to discuss a **proof of concept?**

Proving the technology works is free and is the fastest way to get your organization started on what can only be described as **a journey to uncover the contents of your interaction data.**

Start with a meeting, experience the demo and start seeing amazing results.

Phone

+45 3073 8741

Weekdays 9-17, cet

E-mail

Nexidia@tm-group.com

Replies within 24 business hours

Homepage

The TM Group, NICE Nexidia page

www.tm-group.com/interaction-analytics

Our corporate website

www.tm-group.com