

NEC

Orchestrating a brighter world



# CX Plus

Cloud native customer experience and workforce engagement solution, powered by NICE inContact CXone

[nec.com.au](https://nec.com.au)

# CX Plus is powered by the world's #1 cloud customer experience platform

## CX Plus

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## The importance of exceeding customer experience expectations

One of the biggest challenges facing organisations today is the ability to acquire, and subsequently retain customers. The diversity of choices available to consumers has made them more powerful than ever before.

According to Gartner and Deloitte, 81% of companies expect to compete mostly or completely on the basis of customer experience<sup>1</sup>. While most contact centres operate with the goal of delivering exceptional customer experiences, very few achieve that objective.

Executing on customer experience initiatives can be daunting, particularly if no one owns the strategy. Organisations often have the best intentions, however disjointed policies and practices related to people, processes, and technology can result in high customer effort, frustration, lost revenue, and an overall lack of engagement.

### 81% of companies expect to compete mostly or completely on the basis of customer experience.<sup>1</sup>

<sup>1</sup> Gartner Customer Experience Survey 2018

Staying competitive and meeting rapidly evolving customer expectations requires a contact centre platform that enables your business to adapt quickly.

Cloud solutions can provide agility and flexibility that empowers organisations to deliver personalised, one-on-one interactions with customers, improve agent job satisfaction and retention, serve fluctuating call volumes on demand, and quickly analyse and improve performance in real-time. Cloud also provides all market segments access to the latest technology – something that previously wasn't viable for SMB customers.

# CX Plus Benefits

## Improve Customer Experience

- Increase customer retention by detecting dissatisfaction, even when your customers don't tell you about it.
- Strengthen customer loyalty by taking proactive action to turn around bad experiences.
- Increase customer satisfaction through higher First Contact Resolution (FCR) rates.

## Improve Employee Engagement

- Increase the level of personal ownership and engagement of your agents.
- Faster on-boarding, better performance and greater staff retention.
- Deliver better experiences for your agents when managing time off and schedule needs.

## Reliable & Highly Secure

- Supporting 100's of thousands of agents, the platform caters for fault tolerant, distributed architectures.
- Offers an availability target of 99.99%\*.
- Multi tenant, enterprise-grade security and encryption in the cloud.
- Established Trust Office - maintaining high security.

## Reduce Costs

- Reduce office costs with Activity Based Working.
- Evergreen solution - you'll automatically get the latest updates.
- Ensure costs reflect changing staff levels and business requirements.

\* Availability of voice routing, interactive voice response and agent components hosted in the NICE inContact data centre, measured monthly.



Improve Customer Experience



Improve Employee Engagement



Reliable & Highly Secure



Reduced Costs

Scale your business and know exactly what your costs will be



Flexibility

#### Flexibility

- Fully scalable and elastic - pay as you go.
- Set up agents anytime, anywhere: in the contact centre, at a branch location or working from the home office.



Reduced Time to Value

#### Reduced Time to Value

- Adapt to new initiatives and keep pace with the market demands and competitive offerings.
- Adding new features and functionality comes at a fraction of the time and cost of traditional CapEx projects.



Integration Options

#### Integration Options

- Pre-built integrations for Microsoft Skype for Business, plus some of the industry's most popular CRM platforms such as Salesforce, Zendesk, Oracle Service Cloud, and Microsoft Dynamics.
- Ability to leverage your existing PABX investments.



Improve Manageability

#### Improve Manageability

- The day-to-day maintenance of the platform is taken care of so your support staff can be better utilised.
- Improved reporting and analytics allow you to better control and manage how your business consumes and utilises your customer experience services.



Service Delivery & Support

#### Service Delivery & Support

- Project Management during provision phase.
- 24 x 7 x 365 Service Desk.
- Nominated NEC Service Delivery Manager.



CX Plus is a cloud native solution that can drive results across your business

57%

.....  
**reduced  
operational  
expenses**

(setup, maintenance,  
upgrade)

14%

.....  
**improvement  
in IVR  
completion rate**

(9x more  
than Hosted)

50%

.....  
**gained  
enhanced  
security &  
compliance**

**Stats source:**

Aberdeen Report, Cloud Contact Center:  
What's the right model for you?



48%

.....  
**reduced reliance  
on IT teams**

46%

.....  
**increased  
uptime**

CX Plus helps organisations of all sizes  
be first and stay first, empowering teams  
to move faster and work smarter

**Stats source:**  
Aberdeen Report, Cloud Contact Center:  
What's the right model for you?

# CX Plus, powered by NICE inContact CXone



CX Plus is the world's #1 cloud-based customer experience and workforce engagement solution. Powered by NICE inContact's CXone platform, it helps organisations of all sizes be first and stay first, empowering your teams to move faster and work smarter.

It is the only platform unifying best-in-class Omni-channel Routing, Analytics, Workforce Optimisation, Automation and Artificial Intelligence - all built on an Open Cloud Foundation.

Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by easily implementing routing and interactive voice response changes.

It integrates with leading CRM and PABX platforms and is often deployed in a matter of days.

Furthermore, it's the only cloud contact centre platform recognised as a market leader by Gartner, Frost & Sullivan, Ovum, IDC and DMG.

## CX Plus Components

### Omni-Channel Routing

A contact routing and interaction management suite that empowers your agents to positively and productively interact with customers in any channel. Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by implementing routing and interactive voice response changes in hours, not days or months.

Skills-based Omni-channel Routing and Universal Queue for:  
Inbound voice, Outbound voice (dialler), IVR / Voice Portal, Email, Chat, Text / SMS, Social Media, Extensible Work Items.



The only cloud contact centre platform recognised as a market leader by Gartner, Frost & Sullivan, Ovum, IDC and DMG.

## Analytics

A consolidated reporting and analytics solution that turns insights into results by making data relevant, easy to consume, and actionable to drive measurable improvements and understand the experience customers receive.

Create a data-driven culture that fosters better decision making at all levels to achieve employee productivity, customer satisfaction, and other strategic business goals. Our easily customisable solution combines historical and real-time information, simplifies and secures access to data. This enables the delivery of valuable information tailored to specific contact centre roles (executive, supervisor, business analyst and agent).



## Workforce Optimisation

Unlock the potential of your team by inspiring employee self-improvement, amplifying quality management efforts, and reducing labor waste. Our patented technology provides the industry's most accurate forecasts, helps foster a greater sense of employee ownership and accountability, and is fully integrated with the Cloud Contact Centre platform.

Unlike other workforce optimisation products that have cumbersome user interfaces or silos of functionality, our suite of products works together seamlessly to deliver a better experience for your customers. Achieve an optimal balance between operational efficiency and a superior customer experience.





## CX Plus Components

### Automation and AI

Streamline service delivery, empower customers to resolve issues quickly and eliminate mundane tasks that inhibit innovation. With automatic completion of routine customer interactions and after contact work, your team can focus on providing personalised service that leads to better business outcomes.

The use of intelligent bots and virtual agents enables simple interactions such as providing standard information or paying bills to be resolved quickly and efficiently. This creates bandwidth for human agents to address more complex interactions and critical issues, resulting in better quality responses, more query resolutions, and higher customer satisfaction.

### Open Cloud Foundation

CX Plus is an enterprise-grade platform that empowers contact centres of any size to scale securely, deploy quickly, and serve customers globally. The solution delivers the industry-best published service level agreement of 99.99%.

We offer an extensive collection of pre-built integrations through our partner, NICE inContact's DEVone developer program. To help customers and partners create their own custom integrations, the same RESTful APIs used to build our own applications are published, providing an interactive developer community.





## Voice as a Service

CX Plus telephony capabilities enables you to leverage your existing compatible PABX to receive customer calls. You may also utilise our Voice as a Service network connectivity suite - flexible and reliable telephony services built specifically for the contact centre.

The solution delivers a full range of telephony options, with guaranteed voice quality, backed by the industry's only voice SLA based on the Mean Opinion Score (MOS). Voice quality is assessed through a partnership with a leading, independent 3rd party. MOS scores are published and made available for each customer on the NICE inContact Trust site. Proactive diagnostic tools and extensive telephony expertise ensure 99.99% uptime so that our customers never lose a call.

## Why NEC?

NEC has been building, installing, monitoring and managing customer experience platforms for customers in Australia for over 25 years. We've built a reputation for being a safe pair of hands.

From out-of-the-box to fully customised solutions, from one seat to thousands of seats across many sites, NEC has delivered contact centre management solutions to more than 800 Australian businesses. We currently service more than 12,000 contact centre seats.

What sets NEC apart from our competitors is our professional and managed service capability. Our highly skilled teams take an in-depth look at your business and match your specific requirements with the right technology to produce genuine business outcomes.



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