

# Reporting & Business Intelligence

## Guide smarter, more informed decisions

With NICE CXone Reporting and Business Intelligence, you can make smarter, more informed decisions with intuitive dashboards that deliver both real-time and historical insights on key business metrics and trends.

CXone's transformative, out-of-the-box reports and dashboards give you access to everything you need to track contact center reporting metrics such as agent status, service level and skill performance. You can easily and securely share actionable information throughout your business including external business intelligence systems.

### GET QUICK AND EASY ACCESS TO INFORMATION

Building reports can be a time-consuming task that requires special expertise, but not with CXone. Pre-built reports give you instant access to information and immediate value, and it's easy to create custom reports to satisfy your unique business requirements. Sharing information is simple and safe with the ability to securely send information and control access.

- Choose from more than 100 pre-built reports, available out of the box, to gain quick access to information on agents, outbound campaigns, customer contacts, IVR, skills, service levels, interaction analytics recording, AI routing and more.
- Create custom reports easily by selecting from over 250 out-of-the box metrics.

### BENEFITS

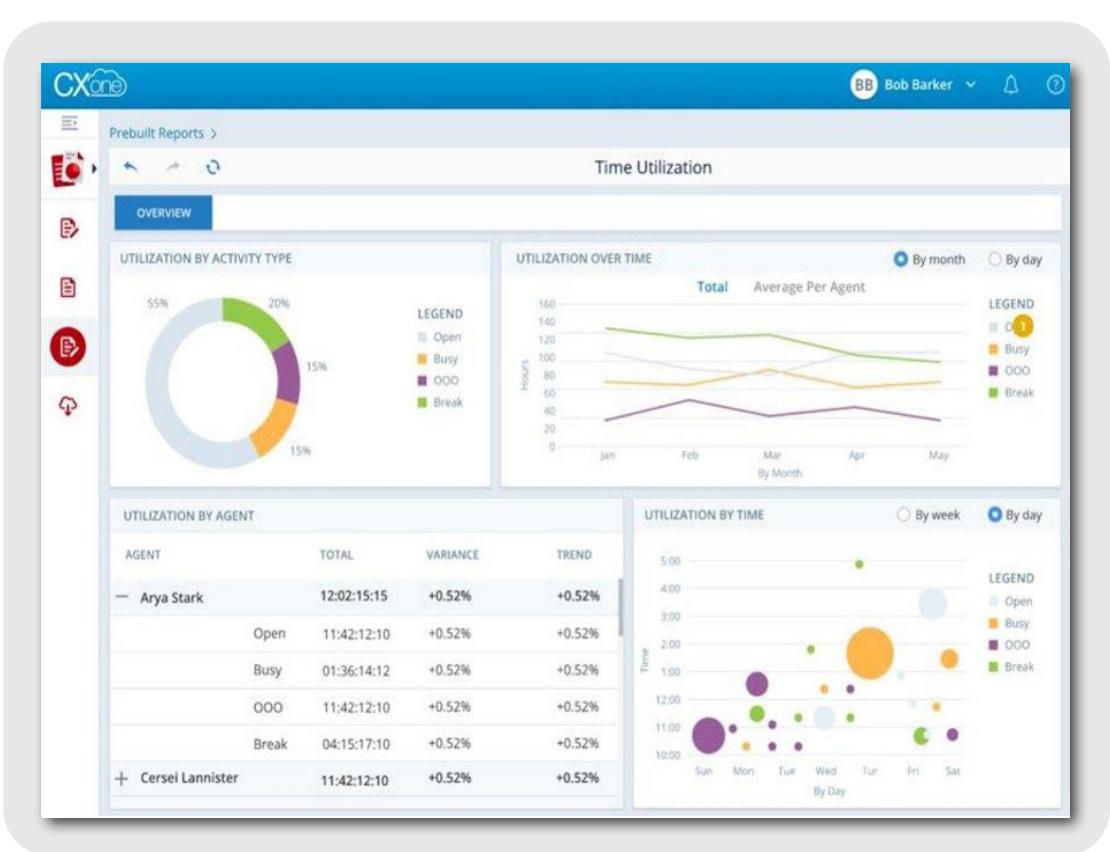
- Align data with business objectives across departments
- Proactively identify issues before they become bigger problems
- Make operational and performance improvements driven by fact-based decisions
- Easily pinpoint anomalies and trends to quickly take action
- Provide transparency and visibility in an agile, data-driven culture

### KEY FEATURES

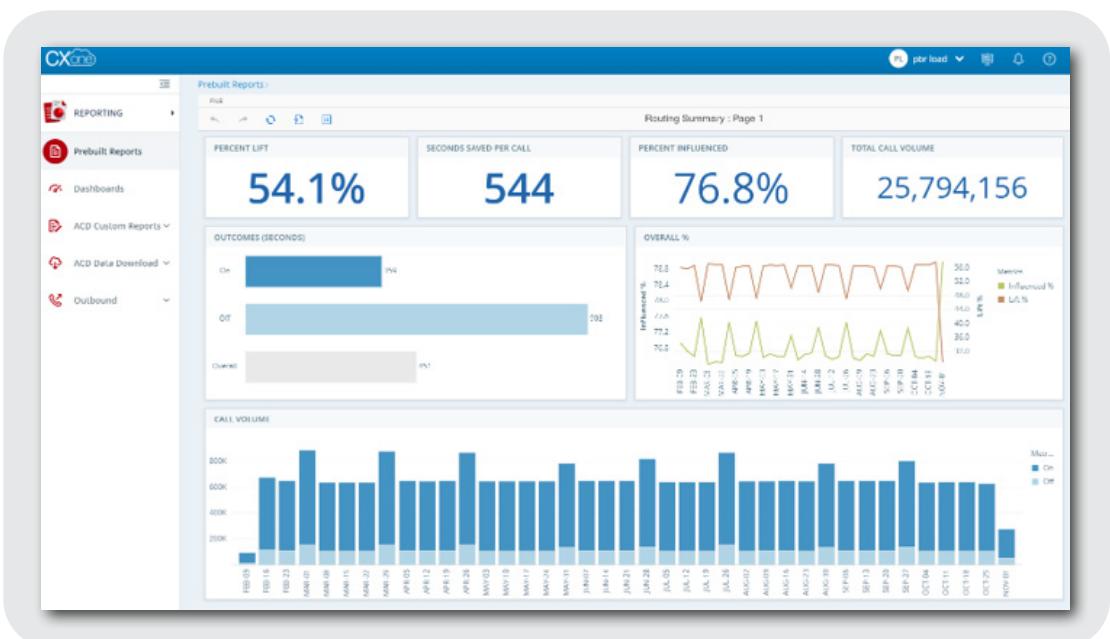
- Intuitive role-based dashboards for monitoring key KPIs and trends in real-time, hourly, intraday or historically.
- Advanced visualizations with interactive drill down for deeper insights
- Pre-defined, customizable metrics
- Open, centralized data source for easy access via data warehouse and APIs

- Learn more
- Talk to a specialist  
1-866-965-7227
- Contact us

## Time Utilization Report



## Routing Summary Report



## TAKE SWIFT ACTION

Many contact centers struggle with issues unnecessarily escalating out of control, because they aren't aware of them until it's too late. CXone's real-time dashboards provide relevant information across a wide range of contact center roles so you always know when action is needed.

- Track key metrics such as agent status, service level, skill performance, and customer contacts with pre-configured, real-time widgets.
- Combine real-time and historical information to understand when something out of the norm is happening.
- Get the answers to specific business challenges through interactive drill downs.

## TELL YOUR UNIQUE STORY

It's no longer difficult to pull data from external systems for use by reporting experts and business intelligence systems. With CXone Reporting you can automate and streamline the secure flow of data to these systems, which increases its value and transforms it into a company-wide asset.

- Get the most recent information with Direct Data Access.
- Retrieve data when you need it: Build real-time, intraday, hourly data roll-ups and historical reports.
- Extract data and store it in a data warehouse to be accessed by in-house tools.
- Utilize reporting APIs for programmatic access to data.

## 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](http://www.nice.com)

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