

Interaction Analytics: Make every customer count

We help enterprises of all sizes to deliver a superior omni-channel experience by interpreting and managing each one of the customer's actions and emotions across every touchpoint. Through Servion and NICE's comprehensive Interaction Analytics solutions, we integrate critical data from disparate channels to unearth valuable engagement opportunities and drive real-time Next Best Actions.

- Increase sales opportunities
- Eliminate recurring issues
- Improve agent productivity



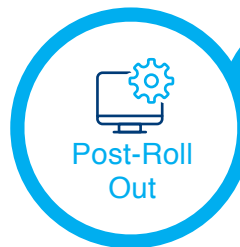
Consulting

Strategic operational and technology-related consulting services to discover customer insights, and identify opportunities for seamless channel engagement in line with your business goals.



Implementation

Advanced implementation services - from developing applications to multi-channel and enterprise integration - across chat, voice, website, mobile, email, video and AR / VR



Post-Roll
Out

End-to-end monitoring and support of daily operations to reduce process complexity, drive system performance, make expansion seamless, and ensure business continuity

Deeper Analytics, Sharper Insights & Happier Customers

Powered by its two decades of Servion's deep-dive analytics' expertise, and Nice's position as a worldwide technology leader, we provide clients with offerings - from assessment to monitoring and support, and customizable dashboards to prescriptive analytics. No matter the domain or size, we ensure that enterprises have the best possible insights at their fingertips.

What Servion & NICE Offer

Real-Time Speech Analytics

Real-Time Speech analytics and Historical Evaluation – Quality Assurance, Extend Supervisor Awareness, Agent Sales and Post-Interaction

Nexidia Analytics

Next Generation Interaction Analytics - Business Intelligence, Compliance and Operational Efficiency

NICE Satmetrix

Self-Service Agility, Complete View of the Customer, and Analytics for Real-Time Insights

Multi-Channel Interaction Analytics

Instant Hot Topics, Classification of Interactions, Root Cause Analysis, and Targeted Agent Coaching

Total Voice of the Customer

Collection, Analysis and Interpretation of Cross-Channel Customer Feedback

Our Key Differentiator

Servion is a NICE global alliances partner. With a team of trained engineers in Interaction Analytics, we build solutions on top of the NICE suite. With over two decades of system integration experience, Servion understands legacy systems, and it has the ability to

modernize customer experience by leveraging NICE technologies.

- Strategic Handle Time Optimization
- Enhanced Sales Effectiveness
- Increased First Contact Resolution
- Higher Customer Satisfaction
- Stringent Compliance Assurance

Currently serving
10billion
customer interactions

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