

The Total Economic Impact™ Of NICE inContact CXone

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Through interviews and feedback from four customers, Forrester concluded that NICE inContact CXone has the following 3-year composite financial impact.

REDUCED COST OF IMPROVED CUSTOMER EXPERIENCE AND SCALABILITY

“We’ve reduced AHT by 10% while saving \$300,000 per year. Without inContact, we would’ve needed to add a couple of thousand more agents by now, but instead we’ve grown agent count modestly while scaling the business.”

~ VP of Customer Support Operations,
US fashion company



323%
ROI

\$19.8M
NPV

\$25.9M
TOTAL
BENEFITS

REDUCED COST OF IMPROVED CUSTOMER EXPERIENCE



\$22.4 million

Value of reduced AHT, improved FCR, and improved productivity

INCREMENTAL GROSS PROFIT



\$1.1 million

Value of incremental revenue by leveraging the NICE inContact CXone outbound dialer

REDUCTION IN CONTACT CENTER COST



\$2.4 million

Avoiding infrastructure refresh and ongoing maintenance costs

FUTURE VALUE ENABLEMENT



Deploying a scalable and reliable cloud contact center enables the composite to:

- Explore **chat bot** technology
- Use data to inform **better self-service** options
- Quickly onboard in **M&A's**

“Our first afternoon with inContact, the center was all quiet and we panicked and thought calls weren’t coming in. It was actually because calls were routed correctly instead of being passed between 3 to 4 people like in the past. We must’ve cut AHT by 60 to 90 seconds on that first day.”

~ VP of Enterprise Business
Technology, US software company



Read the
full study

This document is an abridged version of a case study commissioned by NICE inContact titled: The Total Economic Impact Of NICE inContact CXone, November 2017. The full case study can be found here: www.niceincontact.com

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