

# Digital Customer Service

Interact with your customer in their channels of choice

Your customers want service in any channel, anytime. With Atos Cloud Contact Center powered by CXone, providing digital customer service and a superior experience across all of the different digital channels your customers want to use is both easy and economical. You can flexibly choose from a broad range of digital channels, including all major mobile and social media messaging apps, to connect with your customers in whatever channel they prefer. Your agents use a unified desktop to manage all of those channels in one intuitive interface. Access to customer context and cross-channel interaction history helps them interact at a more personal level. And using CXone as your single contact center platform for digital customer service makes administration easy and provides a 360-degree view of all channels including reporting and analytics across your entire digital contact center operation.

## One solution, any channel

CXone makes digital customer service easy and economical with support for a wide selection of digital channels, including live chat, social media, messaging, mobile apps and social monitoring, so you can connect with your customers in whichever channel they prefer.

- Quickly address business needs by flexibly choosing the channels you need from the industry's widest range of natively supported digital platforms.
- Make deploying any or all channels to any or all of your agents affordable.
- Add channels easily and quickly to address customer preferences as they evolve.

## Empower your agents

Help your agents create a better customer experience with more context and fewer silos, and automate routine interactions with AI-powered bots.

- Increase agent productivity with a unified interface and consistent controls across all digital channels.
- Enable your agents to provide a richer customer experience with immediate access to the Customer Card that provides the agent with customer context for every interaction, including customer data, sentiment, influencer status and social handles, as well as cross channel interaction history
- Let your agents improve the customer experience and increase first contact resolution by switching or combining channels as needed.

## Three Ways to Go Digital

### Digital Only



Today: Complete digital customer service, no plan or need for voice

Digital Only

### Digital First



Today: Complete digital service next to legacy voice ACD  
Future: Add voice to digital ACD

Digital First Omnichannel

### Expand to Digital



Today: Modernize in one step to new ACD with full digital and voice capabilities

## One solution, streamlined management

It's never been easier to measure and manage a wide range of digital channels. With CXone you can consolidate all digital channels on one contact center platform; no need to spend time and effort on trying to make multiple point solutions play nicely.

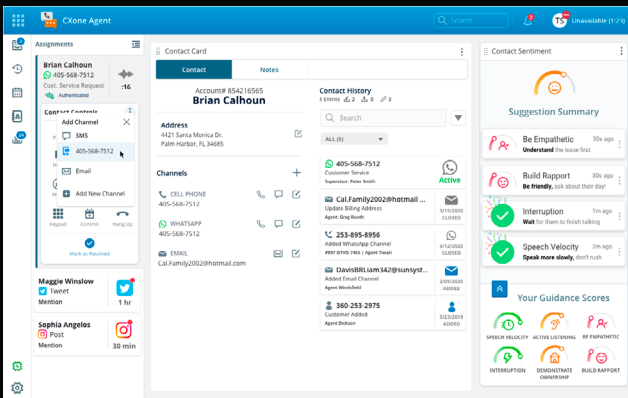
- Streamline administration with one interface for users, skills and routing flows.
- Consolidate Workforce Engagement including scheduling, recording, quality and performance management.
- Report on and analyze digital interaction across all channels.

## Go digital - your way

Adopt digital channels in the way that best meets your business needs:

- Make CXone your solution of choice for all your digital customer service needs—choose from a broad range of digital channels and benefit from a unified agent interface, administration and management.
- Flexibly and affordably deploy any number of digital channels, no need to replace your existing call center solution for voice.
- Deploy Atos Cloud Contact Center as your consolidated contact center solution across all digital and voice channels.

## CXone Agent for Salesforce Agent Desktop



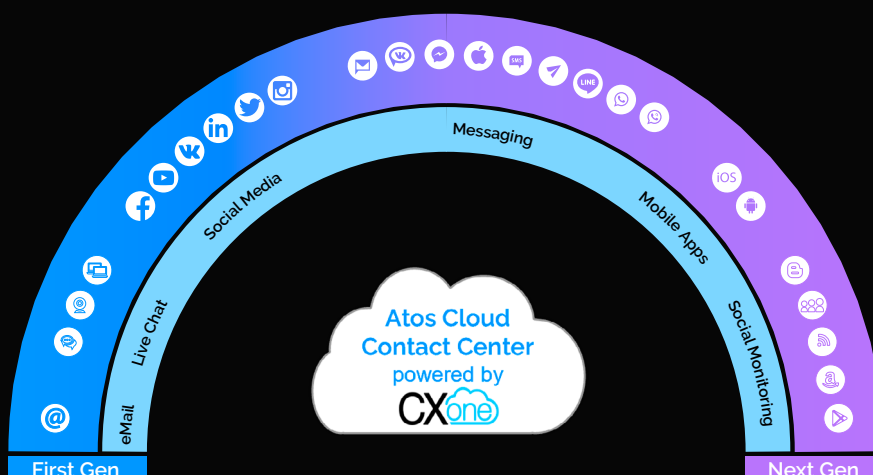
## BENEFITS

- Make your customers happy. Support them in the channels they prefer.
- Reduce cost and increase productivity with unified digital customer service.
- Simplify and consolidate digital channel management and administration.

## KEY FEATURES

- Flexibly choose from 30+ digital channels.
- Use AI and bots to automate routine interactions.
- Empower agents with one interface for all channels.
- Consolidate reporting and analytics across digital channels.
- Forecast, schedule, survey and manage quality across all digital channels.
- Administer and manage all digital channels in one solution.
- Deploy digital your way: digital-only, digital-first or add digital.

## CXone Digital Customer Service: Supported Channels



# About Atos

Atos is a global leader in digital transformation with 112,000 employees and annual revenue of c. € 11 billion. European number one in cybersecurity, cloud and high performance computing, the Group provides tailored end-to-end solutions for all industries in 71 countries. A pioneer in decarbonization services and products, Atos is committed to a secure and decarbonized digital for its clients. Atos is a SE (Societas Europaea) and listed on Euronext Paris.

The purpose of Atos is to help design the future of the information space. Its expertise and services support the development of knowledge, education and research in a multicultural approach and contribute to the development of scientific and technological excellence. Across the world, the Group enables its customers and employees, and members of societies at large to live, work and develop sustainably, in a safe and secure information space.

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Let's start a discussion together



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

For more information: [unify.com/cloud-contact-center](https://unify.com/cloud-contact-center)

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