

Nexthink Infinity

Boost Agent Productivity & Customer Satisfaction in Contact Centers

IT Has Never Been More Critical to Contact Centers

Once one-dimensional call centers have today evolved into multi-channel contact centers (email, chat, SMS, social, etc.). This change, coupled with more recent shifts from on-premises solutions to cloud-hosted applications and a mass exodus to hybrid work, have put technology at the center of the contact center – and placed IT in the spotlight.

Technology disruptions in the contact center risk more than employee experience – they put customer satisfaction, brand perception, and revenue on the line. Yet ensuring high performance is complicated by internet-dependent networks, a multitude of cloud-hosted applications, and distributed contact center agents.

Power High-Performing Contact Centers with Nexthink

Nexthink helps IT tackle the most common issues that affect contact centers, including:

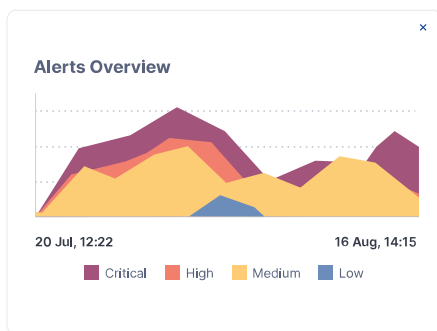
- Network and Application Performance**
 Get an overview of agents' network bandwidth utilization and the performance of critical applications.
- Wi-Fi Connectivity**
 Monitor agents' Wi-Fi experience and proactively prevent drops in performance.
- Security & Compliance**
 Access dashboards and remediations to ensure every device is secure and compliant.

Benefits for Contact Center

- Power high performing agents and drive revenue by ensuring they stay productive to meet and exceed targets
- Reduce overall costs by improving average handling time (AHT) and cost per call (CPC)
- Boost satisfaction (CSAT) by delivering a seamless customer experience via every channel

Benefits for IT

- Gain visibility into every component affecting agents' digital experience
- Reduce ticket volume and MTTR through fast remediations, proactive fixes, and smart automations
- Correlate DEX improvements with better contact center performance
- Continuously improve technology service and IT reputation



Real-time Alerting

See issues the moment they occur on any device, so staff don't need to open tickets.

Binary version
 "1.2.0.8864" is the Binary version with the highest crash ratio (91%)

Version	Crashes	Crash ratio
1.2.0.8864	201	91%
1.2.0.4664	12	14%
1.2.0.7161	4	<1%
1.2.0.19260	1	<1%

Diagnostics & Analytics

Immediately identify the root cause of an issue and find all affected devices across the organization.

Remote action

Name	Supported Platforms
Set Power Plan	Windows
Update Teams	Windows
Get Battery Status	Mac OS, Windows
Update VPN	Windows

Execute on 33 devices

Automation & Remediation

Easily execute changes on any number of devices in seconds, resolve issues at scale, and measure the improvement.

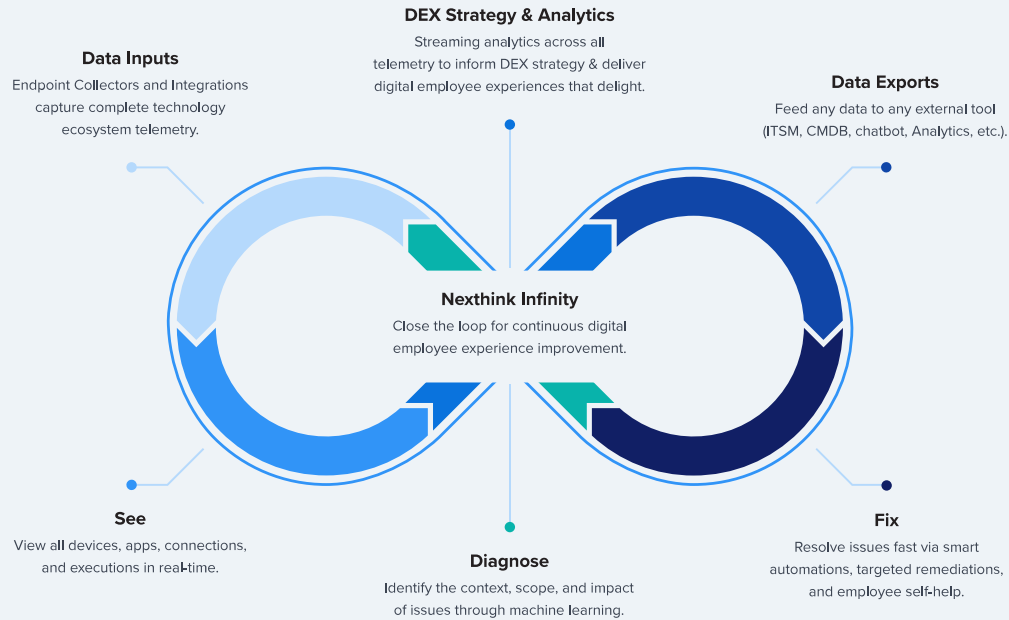
“Some of the people who were struggling to get their call time down were having system issues. Then we were able to eradicate those problems and move them up in terms of call center performance, which drives business outcomes for Liberty Mutual.”

Gary Sherman, VP & Sr. Director of Technology

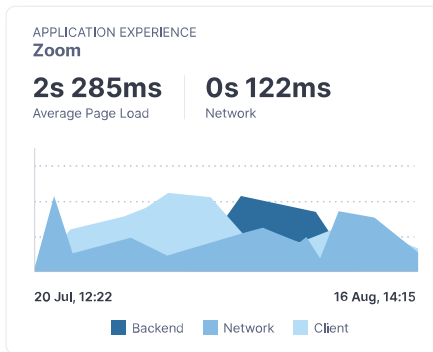
Liberty Mutual

How Nexthink Infinity Works

Infinity is a holistic platform built to iterate and continuously improve experience in the digital workplace.

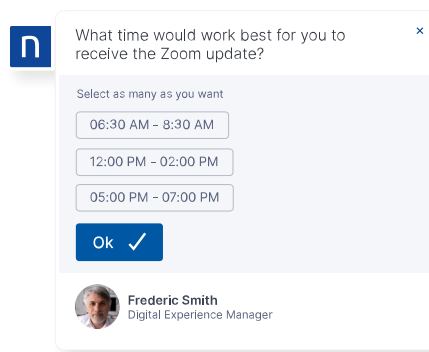


Extend Nexthink Infinity Platform to Address Hybrid Work Challenges



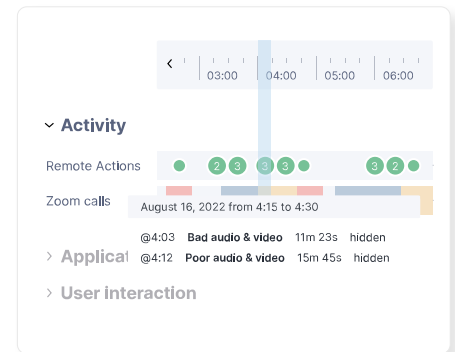
Nexthink Application Experience

Gain visibility into how all applications are adopted and experienced by employees, boosting performance and optimizing costs.



Nexthink Employee Engagement

Unlock employee engagement with targeted, attention-grabbing two-way communications.



Nexthink Collaboration Experience

Ensure dispersed team productivity via deep visibility into employee experience using the collaboration tools they rely upon.

Learn More

Nexthink is the leader in digital employee experience management software. The company gives IT leaders unprecedented insight into employees' daily technology experiences at the device and web browser level – freeing IT to progress from reactive problem solving to proactive optimization. Nexthink enables its more than 1,000 customers to provide better digital experiences to more than 11 million employees. Dual headquartered in Lausanne, Switzerland, and Boston, Massachusetts, Nexthink has 9 offices worldwide. Learn more at nexthink.com

