

# Professional Services FAQs

## Frequent Questions (and Answers) about our Professional Services

### Q: How does implementation differ from enablement?

A: Implementation guides you through the entire process and involves the actual setup of your NICE inContact CXone solution. It also makes sure your NICE inContact CXone solution is ready to go live based on your customizations.

Enablement means you will have a NICE inContact resource available for on-site assistance. Their job is to ensure you have a successful deployment, and your team is well prepared to use your NICE inContact CXone solution going forward.

### Q: When can I go live?

A: We will work with you to determine the best time to go live in your environment – typically your NICE inContact CXone solution will be live within 90 to 110 days. If you need a faster implementation, we also offer expedited deployments.

### Q: What if I have special telecom needs?

A: Early in the process, we will work together to develop a plan that addresses your telecom requirements. Our engineering team can handle a variety of connectivity options - from the simplest to the most complex situations. Connectivity generally has its own timing and is a key component of the project plan from the very beginning.

### Q: What comes included in the implementation fee?

A: We have a variety of different implementation packages to fit your needs. Each includes:

- Implementation Manager (designated/shared resource)
- Access to self-paced eLearning
- Up to 2 hours for review of completed software build
- 3 hours of collaborative requirements gathering
- User Acceptance Testing (UAT), post Go-Live support, 24/7 tech support

### Q: Can I get new local telephone and toll-free numbers?

A: Yes, your Implementation Manager will walk you through the necessary steps to get a new phone number.

### Q: How am I billed for the initial setup fee?

A: It varies from contract to contract. Ask your Implementation Manager for details regarding your particular situation.

### Q: What if the scope changes during our implementation?

A: All of our packages include customizing your NICE inContact CXone solution to meet your needs. Once you have agreed to the project's scope and customization details with your sales representative, our team will work toward that goal. However, in the event of a significant change in the scope, you and your salesperson will need to re-negotiate the setup fee.

### Q: What options do you have for training?

A: We have many options available, ranging from self-paced eLearning to in-person, instructor-led sessions – at our office or yours. Speak with your Sales Representative or Professional Services Consultant for information on options and pricing.

Training options offered as part of implementation include:

- Complimentary agent training: on the agent interface, all features related to the end-user tool
- Complimentary reporting training: introduction to real-time and historical reporting tools
- Complimentary administrative training: the key features of the administrative console, including setting up new users, re-setting passwords, adjusting service-level thresholds, etc.
- Complimentary call flow administration training: how to record the prompts used in the IVR solution

In addition, the NICE inContact annual customer conference (“Interactions”) includes in-depth training, best practices, and other contact-center-related topics (conference registration fee).

### Q: Do I need to RespOrg my toll-free numbers to NICE inContact?

A: While it isn’t required, it is recommended. Your Sales Engineer and designated Professional Services Consultant will work with you to determine the best way to deliver calls to the NICE inContact CXone platform.

### Q: Do I need to port my local numbers to NICE inContact?

A: While it isn’t required, it is recommended. Your Sales Engineer and your Professional Services Consultant will work with you to determine the best way to deliver calls to our platform.

### Q: Who is my main point of contact for questions during the implementation?

A: You will have a designated Professional Services Consultant who will be your main point of contact throughout the implementation. Our Technical Success teams will also assist throughout the implementation.

### Q: Who is my main point of contact after we go live?

A: Our Technical Support Team is available 24x7x365. We also have options for using dedicated Technical Success Managers. No matter which options you choose, you will be supported by a superior customer care team.

### Q: How do I monitor the progress of our implementation?

A: We will set up key milestones, so you can keep tabs on progress as we go. Weekly status meetings with your Professional Services Consultant will be used to review the project plan and progress towards the milestones.

## About NICE inContact

NICE inContact is the cloud contact center software leader, empowering organizations to provide exceptional customer experiences with the world’s #1 cloud customer experience platform, NICE inContact CXone™. CXone combines best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence on an Open Cloud Foundation.

For more information, visit: [www.NICEinContact.com](http://www.NICEinContact.com)

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