

# NICE inContact CXone Professional Services What We Do



NICE inContact Professional Services is a full suite of implementation, project management, onboarding, training and consulting services that turns your investment into a competitive edge.

We arm you with the right team of experts for the best results, with tailored onboarding and services packages to fit your unique needs. Using tested and proven methodology, the NICE inContact Professional Services team carefully lays the necessary groundwork for success throughout each phase of your project, customizing and configuring solutions and processes to help you achieve the best possible business outcomes for your contact center—now, and in the future.

## Go live with confidence

Ensure your success with personalized implementation and project management support—from start to finish.

- Trust our proven methodology, to correctly and completely align, build, connect and deploy your project
- Enlist your dedicated implementation manager to help test and configure your system
- Choose from a broad catalog of comprehensive train-the-trainer and e-learning options, and additional support from optional Success and Onboarding Packages, designed to fit your specific contact center needs
- Provide additional handholding and focus to ensure that your KPIs are met through onboarding support

## Put an expert in your corner

Rely on expert consulting services for a competitive advantage.

- Tap into the technical knowledge of the Consulting Services team to put solution-specific features, integrations and contact center best practices to work in a package based on your specific business structure
- Quickly implement new features, integrations and technology to meet your unique business needs

## Expand and enhance at your own pace

Keep moving forward with integration support, customizations and ongoing consulting.

- Build and deploy the right technical components to ensure an excellent experience for your customers
- Integrate with CRMs, databases and other business systems
- Customize your scripts to deliver the right logic for your business needs
- Identify opportunity for efficiency, higher revenue and lower cost through a consulting expert
- Deliver a better customer experience with fluid integration across systems
- Incorporate the right contextual data with customized scripts
- Drive revenue and higher customer satisfaction scores by implementing process improvements

## 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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