NICE inContact CXone
10-Point Checklist
Choosing the right cloud contact center

Not all cloud contact centers are alike—make sure you understand the real differences. Go beyond features to get answers about technology, vendor positioning and customer sentiment. Look for a strategic partnership with a proven leader in cloud technology. It's all about proof in the cloud.

Technology

☐ **Unified Platform:** Does the solution offer unified capabilities across key contact center components such as Routing, Analytics and Workforce Optimization? Does it support all the interaction channels you need today, and ensure your flexibility to add on in the future? Is the solution built for the cloud to ensure the flexibility, scalability and agility of a cloud native solution?

☐ **Omnichannel:** What channels are supported and how tightly are they integrated? Does your solution support true Omnichannel? Can agents concurrently handle multiple interactions to increase productivity?

☐ **Market Leader:** Is the solution recognized as a market leader by major analyst firms, such as Gartner or Forrester? Does it support contact center agents globally? Does it build on over a decade of experience in the cloud?

☐ **Reliability and scalability:** Is there a published uptime guarantee? Does the solution offer hot standby with immediate failover? Can it scale up and down flexibly as required by your business?

Vendor Positioning

☐ **Cloud expertise and experience:** Is the solution 100% cloud focused?

☐ **Strategy for cloud contact centers:** Is there a long-term view of changing customer expectations? Is there a vision for a unified contact center solution?

☐ **Services:** Will you have access to contact center industry experts? Can you get support that has the knowledge, processes and best practices to help you achieve your contact center goals?

☐ **Partnerships:** Does the solution provide free of charge access to Application Programming Interfaces (APIs) to enable customization? Is there a Partner Ecosystem that makes it easy for Partners to integrate?

Customer Sentiment

☐ **Current Customers:** Who are the current customers using the cloud and what has been their experience? Is the solution used by companies similar to yours? Companies in the same vertical?

☐ **Addressing customer needs:** Is there a track record of innovating to fulfill customer needs? Do current customers demonstrate growth? Do current customers provide positive feedback on the contact center solution?

About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's No. 1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: www.NICEinContact.com

75 West Towne Ridge Parkway, Tower 1, Salt Lake City, UT 84070
tele | 866-965-7227   intl | +44 (0) 207.002.3000   email | info@NICEinContact.com   web | www.NICEinContact.com