



**NICE**  
CX<sup>one</sup>

**Building better  
customer  
experiences.  
And stronger  
bonds.**



# First things first

NICE CXone helps organizations of all sizes to be first: the first choice of their customers, the first to achieve new innovations in their field, and a first-choice employer for the best talent out there. Why? Because it's the first and only platform to combine best-in-class omnichannel routing, customer analytics, workforce engagement, automation, and embedded AI on an open cloud foundation. See what CXone can do for you.

## **A better experience for everyone**

CXone transforms your call center software so you can provide an exceptional agent and customer experience—every time and on every channel. Imagine the possibilities when all your employees work from a single, consolidated interface with a common view of operational performance and each customer's journey. Plus, with predictive analytics and embedded artificial intelligence (AI), your team can resolve issues faster, personalize each experience—and forge deeper loyalty with each customer.

# Meet the contact center of your dreams



## CXone Omnichannel Routing

Connect customer journeys across any channel for a consistent, personalized customer experience.



## CXone Automation & AI

Streamline service delivery by eliminating mundane tasks and speeding up issue resolution for better outcomes.



## CXone Customer Analytics

Get actionable insights to drive real improvement in customer experience and agent performance.



## CXone Open Cloud Foundation

Champion innovation through an extensible, enterprise-grade platform that scales securely, deploys quickly, and services customers globally.



## CXone Workforce Engagement

Unlock your team's potential by inspiring employee self-improvement and amplifying quality management efforts.



# The CXone difference

## one experience

Connect like never before. Our easy-to-use application suite provides a smarter, more meaningful experience for contact center employees and the customers they serve every day.

- ✓ Create personalized customer journeys across voice and 30+ digital channels, like SMS, chat, Facebook, or WhatsApp
- ✓ Delight customers on whatever channel they choose with first contact resolution (FCR) and seamless cross-channel elevation
- ✓ Reduce agent onboarding time while improving agent performance and retention with a simple, intuitive user interface
- ✓ Take immediate action on AI-powered insights using consolidated, real-time interaction analytics and operational reporting
- ✓ Eliminate repetitive work with AI-powered automation for self-service, after contact work, and intra-day operational adjustments

## one cloud

Enjoy limitless growth on the last platform you'll ever need. Scale and operate with confidence while enjoying greater scalability, reliability, and security. All on a single platform.

- ✓ Accelerate innovation, empower agents, and simplify administration with a single, modern cloud native architecture
- ✓ Pay as you go with our fully scalable and elastic solution
- ✓ Enjoy world-class cloud operations featuring automatic upgrades, 99.99% guaranteed availability, and no downtime for maintenance
- ✓ Work confidently with the highest levels of certified security at every layer: PCI Level 1, GDPR, HIPAA, and the industry's first and only FedRAMP authorization
- ✓ Thrive with an open and extensible development platform featuring hundreds of modern REST-ful APIs and 100+ development partners

## one destination

Protect your current investments while moving to the cloud quickly and confidently.

- ✓ Experience the fastest turn-up of new capabilities in the industry
- ✓ Protect current investments with hybrid integration and migration options
- ✓ Add products and capabilities quickly as needed, for as long as you need them

## one step ahead

Get AI-powered actionable insights to predict needs, delight customers, and engage employees like never before.

- ✓ Enhance everyone's experience—from agent to supervisor to customer—with AI embedded in the platform
- ✓ Customize with 25+ pre-integrated AI partners available on the self-service CXexchange marketplace
- ✓ Elevate issues to agents from AI voice or chat bots—seamlessly and with context
- ✓ Aid supervisors in staffing, quality, and intra-day decisions with embedded intelligence
- ✓ Match customers to the right agent based on skills, personality, and likelihood of achieving your KPI targets

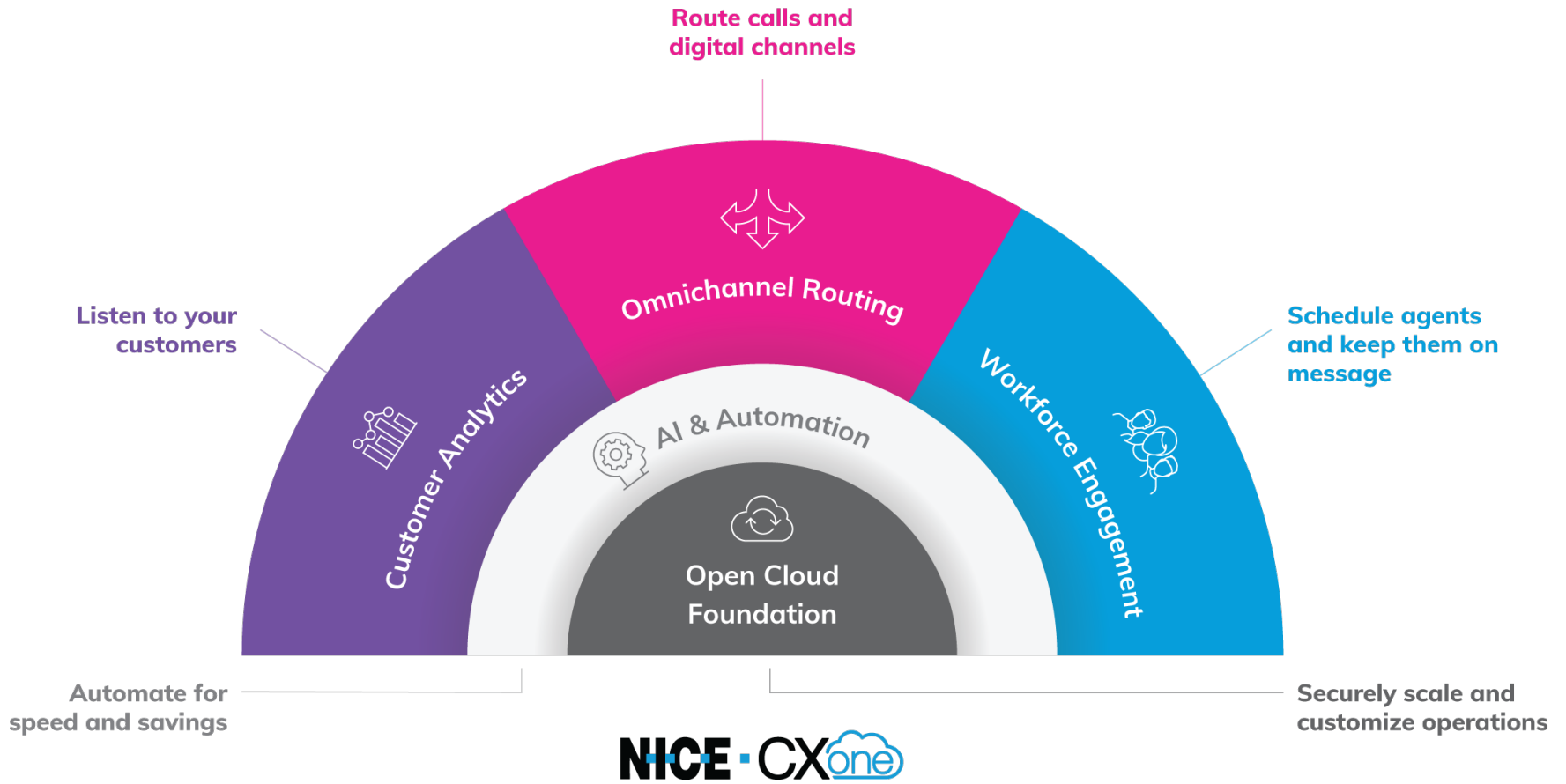




The background of the slide features a large, abstract graphic on the right side. It consists of several overlapping, curved bands in various shades of blue, ranging from a light sky blue to a deep navy blue. These bands sweep from the top right towards the bottom left, creating a sense of motion and depth. The left side of the slide is a solid white space, which provides a high-contrast background for the text.

# **Transform the contact center, transform the experience**

When it comes to your customers, the experience always comes first. We get that. Because every interaction is a chance to build a relationship and deepen the loyalty between your customers and your brand. So how do you create an experience that can do all that? With CXone, the world's #1 cloud customer experience platform. It transforms your call center into a modern, predictive, and customer-focused contact center that ensures an exceptional experience—every time and on any channel.



one experience | one cloud | one destination | one step ahead



## About NICE

With 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, we're a worldwide leader in AI-powered contact center software. 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.

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

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**NICE**