

NICE inContact CXone CXsuccess Customer Services

Partnering with you every step of the way for continuous success.

NICE inContact CXsuccess is a suite of contact center services — onboarding, implementation, education and technical consulting — for customers deployed on the CXone cloud platform. CXsuccess Services deliver the knowledge, processes and best practices to help contact centers achieve their goals. With CXsuccess Services, NICE inContact enables contact center leaders with the right people, tools and technology at every step — for ongoing business value realization and long-term success.

OUTCOME ORIENTED

Achieve your CX goals and drive improvement with continuous collaboration

- Power your business objectives and drive continuous improvement with a proactive partner that enables you with the right people, tools & technology at each stage of your journey
- Go live with confidence: Enlist your assigned, certified Project Manager and Implementation Manager
- Maximize the fullest business benefits from your investment and accelerate your business objectives with a designated customer success advisor and regular personalized business outcome-oriented reviews
- Gain continuity through transitions with a designated advocate from Pre-sale and Implementation, through 'Go Live' and beyond
- Continually evolve and enhance your strategy with monthly Professional Services on-demand hours



BENEFITS

- Choice of customer success packages and on-premises migration kits
- Global 24/7/365 omnichannel Technical Support, with single point-of-contact and enhanced cross-functional technical collaboration for reduced effort and faster resolution
- Tailored enablement drives successful adoption & productivity
- Highly customizable business use cases, scripting, and integrations
- Ongoing coaching to identify opportunities for greater efficiency, higher revenue & lower cost

TEAM OF EXPERTS

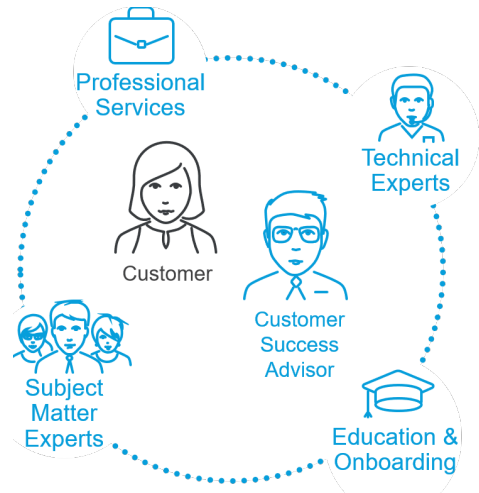
Gain faster answers with less effort as our team collaborates to bring you solutions

- Simplified implementation processes with transition packages & automation tools for faster data collection
- Tap into the power and flexibility of optional on-site business requirements development and training
- Information at your fingertips: Enterprise-class knowledge base, training modules, search, and self-service via the online Customer Community
- Priority call routing and priority case handling options available

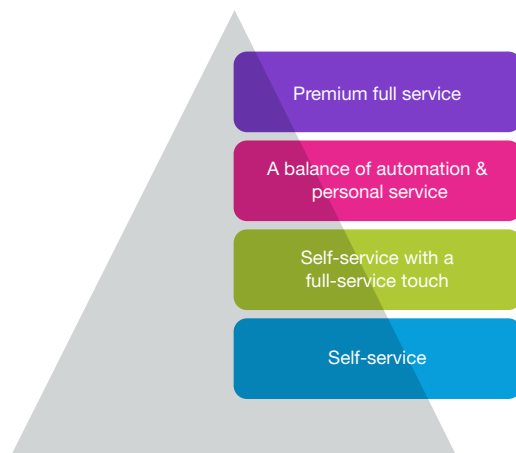
PROVEN PACKAGES

Choose right-sized engagement strategy from a menu of proven pathways with prescriptive options

- Get the right fit: Select the success package that's best suited to your contact center –from small business to very large enterprise
- Make it personal: Drive successful adoption and productivity with flexible tailored enablement and personalized onboarding built around your needs and your business
- Customize the experience: Deliver the right logic for your business needs with highly customizable use cases & script configurations
- Learn from the best: Build and deploy the right technical components to ensure an excellent experience for your consumers with access to in-depth, specialized Cloud & Contact Center expertise



All NICE inContact customers receive self-service support with their service. For more robust needs – including priority handling and specialization – choose from enhanced CXsuccess packages available by monthly subscription.



<p>Self-service</p> <p>CXsuccess Care</p> <ul style="list-style-type: none"> ✓ Global 24/7/365 omnichannel technical support with enhanced cross-functional technical collaboration ✓ One stop access to online customer Community, integrated technical support portal, knowledge base 	<p>Self-service with a full-service touch</p> <p>CXsuccess Care Plus: Convenient self-service, with specialized expertise and coaching</p>	<p>A balance of automation & personal service</p> <p>CXsuccess Premier: Priority handling with specialized expertise</p> <p>CXsuccess Premier Plus: Ongoing engagement with priority & advocacy</p>	<p>Premium full service</p> <p>CXsuccess Enterprise: Proactive engagement and personalized advocacy</p> <p>CXsuccess Enterprise Plus: Highly personalized, with priority handling & deep specialization at scale</p>
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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.

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