

# NICE inContact CXone

## Integration to On-premises NICE WFO

Deliver an incremental path to the cloud

NICE inContact CXone integration to on-premises NICE WFO extends the economic life of existing WFO products while initiating migration to the cloud. This enables contact centers to maintain on-premises recording, quality management, and/or WFM while improving flexibility with cloud omnichannel routing and tightening the integration between WFO and ACD.

Contact centers are now able to connect the industry's best-in-class on-premises WFO products with the industry's best-in-class cloud contact center platform with NICE inContact CXone. This allows contact centers to modernize their operation by blending their ACD and on-premises WFO, improving the agent and customer experience while reducing administrative effort.

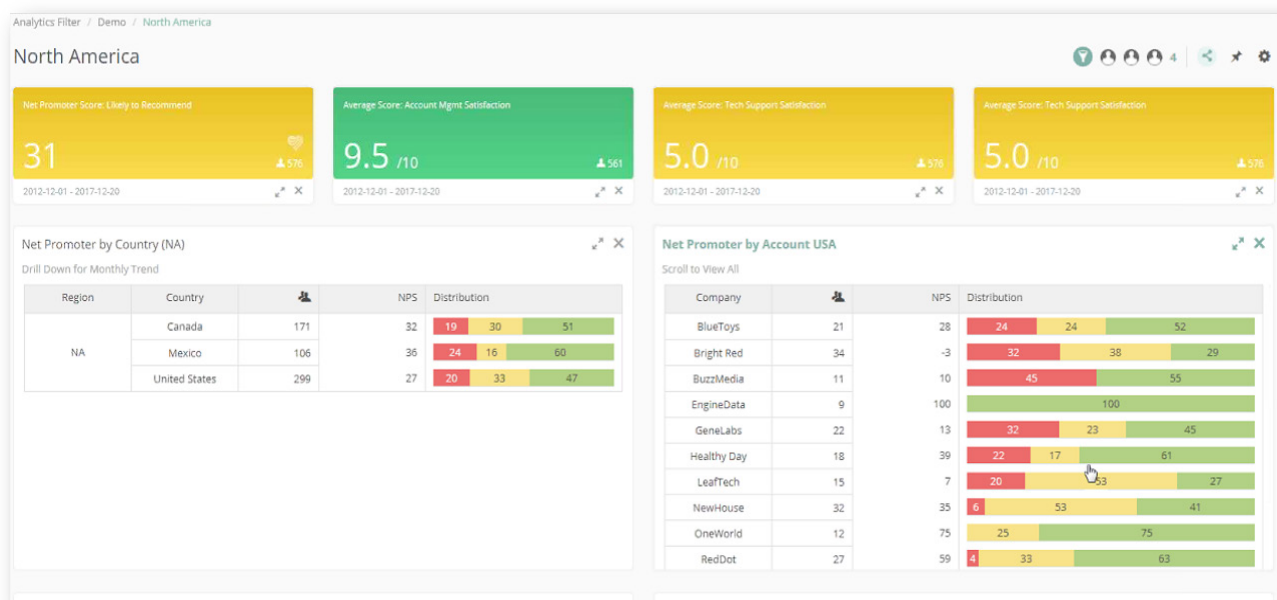
### Protect your existing on-premises investment

Migrating to the cloud at a controlled pace eases the effort and costs required to move your operation to the cloud.

- Maximize existing investments in on-premises NICE WFO products
- Expand capabilities with an advanced and modern ACD
- Migrate at your own pace by transitioning your operation to cloud in one controlled step

### BENEFITS

- Omnichannel routing (email, chat, voice, SMS/text, social media)
- Elevate from one channel to another within a single interaction
- Icon-based IVR scripting
- Guaranteed 99.99% uptime
- Inherent automation capabilities
- PCI Level 1 Certified
- GDPR compliant



Create accurate forecasts using historical volumes, and manage agents' performance with schedule management and real-time adherence tools.

### Advance your customer experience

Gain all of the advancements delivered through cloud technology by pairing your existing on-premises NICE WFO products with NICE inContact CXone.

- Modernize your ACD capabilities by moving to the CXone cloud customer experience to handle all routing needs
- Reduce effort required to make changes to contact routing while also gaining new features regularly at no additional cost
- Automate processes to aggregate data between ACD and WFO
- Eliminate upgrade requirements for your ACD and improve capabilities of your existing on-premises NICE WFO products
- Rely on industry-leading guaranteed uptime of 99.99% to ensure your customers can always reach you
- Scale seamlessly to accommodate the addition of labor or volume capacity with no manual effort

### Preserve your data compliance, access and storage effort

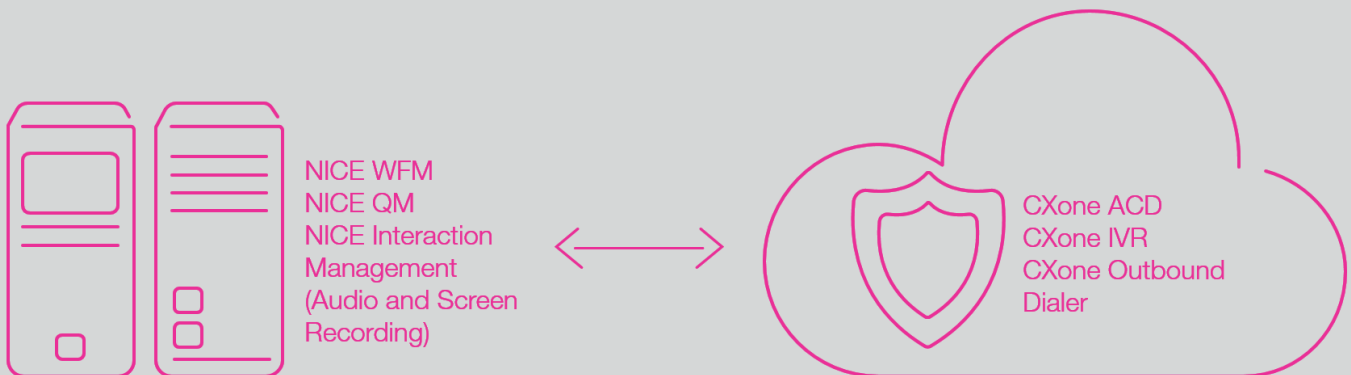
Protect against risk by retaining your existing storage and recording on-premises.

- Retain on-premises compliance while connecting to the cloud
- Begin benefiting from the cloud while maintaining internal control of data access and storage
- Increase flexibility without losing governance ownership

“One of the big drivers for selecting NICE inContact was that they enable us to put all agents in a virtual queue and deliver contacts for any channel to the next available agent. It delivered a huge efficiency gain and helped us minimize headcount requirements.”

Keith Overbay, A. O. Smith

## CXone is designed to work with your existing on-premises solutions



### 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 #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](http://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](mailto:info@NICEinContact.com) web | [www.NICEinContact.com](http://www.NICEinContact.com)