NICE·inContact

CX one™

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

First things first

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 optimization, 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
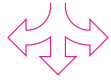
CXone Omnichannel Routing

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

CXone Customer Analytics

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

CXone Workforce Optimization

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

CXone Automation & AI

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

CXone Open Cloud Foundation

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

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

- ✔ Add products and capabilities quickly as needed, for as long as you need them

- ✔ Protect current investments with hybrid integration and migration options

one step ahead

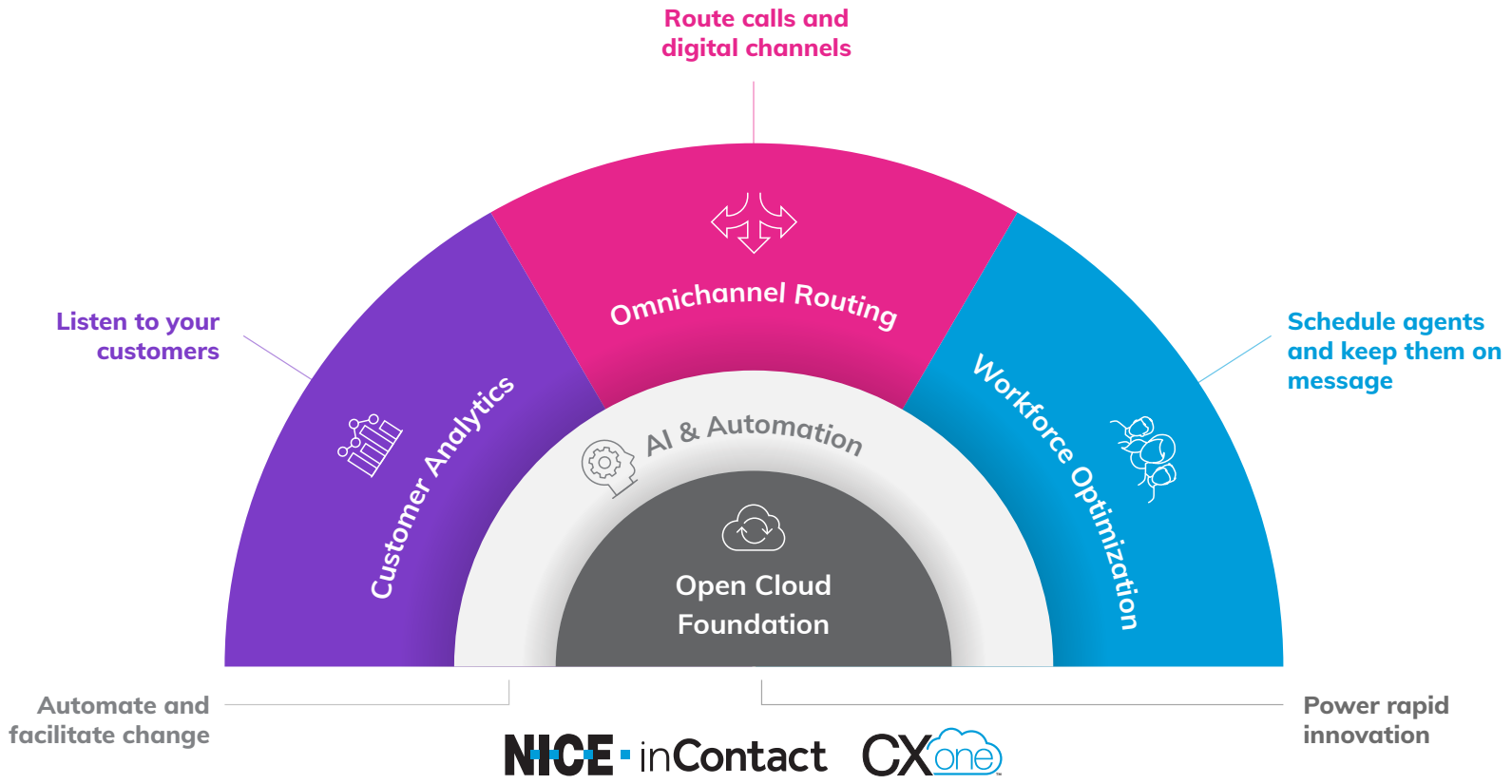Get AI-powered actionable insights to predict needs, delight customers, and engage employees like never before.

- ✔ Enhance everyone's experience—from agent to supervisor to customer—with AI embedded in the platform

- ✔ Aid supervisors in staffing, quality, and intra-day decisions with embedded intelligence

- ✔ Customize with 25+ pre-integrated AI partners available on the self-service CXexchange marketplace

- ✔ Match customers to the right agent based on skills, personality, and likelihood of achieving your KPI targets

- ✔ Elevate issues to agents from AI voice or chat bots— seamlessly and with context

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.

Route calls and
digital channels

Listen to your
customers

Schedule agents
and keep them on
message

Omnichannel Routing

Customer Analytics

Workforce Optimization

AI & Automation

**Open Cloud
Foundation**

Automate and
facilitate change

Power rapid
innovation

NICE · inContact CXone

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

About NICE inContact

With NICE inContact, it's never been easier for organizations around the globe to create standout customer experiences while meeting key business metrics. Featuring the world's #1 cloud customer experience platform, NICE inContact CXone, we're a worldwide leader in cloud contact center software built to transform—and elevate—every customer interaction.

For more information, visit: **NICEinContact.com**

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