



The world's #1
cloud customer
experience platform

Be the first in your industry

CXone helps organizations of all sizes be the first choice of customers, the first to innovate, and the first choice employer. Only CXone delivers one unified experience, on one cloud native platform, fast onboarding of new employees and capabilities, with embedded AI to keep your team one step ahead.

Empower your teams

CXone transforms your **call center software**—empowering exceptional agent and customer experiences: every channel, every time. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence—all built on an Open Cloud Foundation.



CXone Omnichannel Routing

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



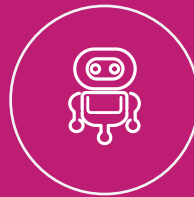
CXone Analytics

Get actionable insights from every interaction to drive measurable improvements in customer experience and agent performance.



CXone Workforce Optimization

Unlock the potential of your team by inspiring employee self-improvement and amplifying agent quality management efforts.



CXone Automation & AI

Streamline service delivery with intuitive technology that eliminates mundane tasks and speeds resolution of customer issues for better business outcomes.



CXone Open Cloud Foundation

Power rapid innovation with an extensible enterprise-grade platform that scales securely, deploys quickly, and serves customers of all sizes globally.

One experience



Deliver a seamless experience for contact center employees and customers with a complete, easy-to-use application suite.

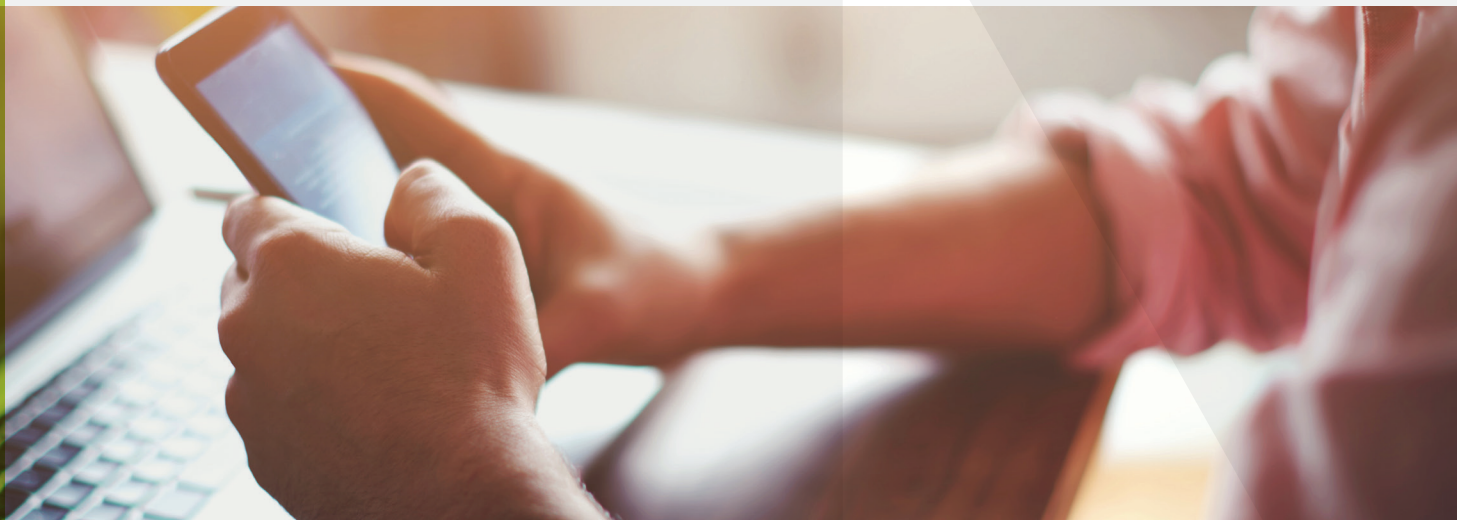
- Create highly personalized customer journeys across voice or over 30 digital channels, like SMS, chat, Facebook or WhatsApp
- Delight customers with first contact resolution (FCR) and channel-of-choice by seamless elevation across channels
- Reduce agent onboarding time, improve agent performance and retention with a common, 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 intraday operational adjustments

One cloud



Grow with the last platform you'll ever need. Scale and operate with confidence—guaranteed scalability, reliability, and security on a single platform.

- Accelerate innovation, empower agents and simplify administration with a single, modern cloud native architecture
- Fully scalable and elastic — pay as you go
- World-class cloud operations with automatic upgrades and 99.99% guaranteed availability and *no downtime* for maintenance
- Certified secure with highest levels of security at every layer: PCI Level 1, GDPR, HIPAA, and industry's first-and-only FedRAMP authorization
- Open and extensible development platform with hundreds of modern REST-ful APIs and 100+ development partners



One destination



Protect current investments and quickly, confidently move to the cloud

- Fastest turn-up of new capabilities
- Protect current investments with hybrid integration and migration options
- Quick and easy to add products and capabilities as you need them, for as long as you need them

One step ahead



Predict and act on AI-powered insights to delight customers and engage employees

- End-to-End AI embedded in the platform for customers, agents, and supervisors
- AI Self-Service with over 25 pre-integrated partners on CXexchange marketplace
- Seamless Elevation with context from AI voice or chat bots to agents
- Embedded Intelligence to aid supervisors in staffing, quality, and intra-day decisions
- Predictive Behavioral Routing combines personality profiles and KPI goals to match best agents with customers

Transforming One-on-One Experiences in the Contact Center

NICE inContact CXone, the world's #1 cloud customer experience platform, transforms your **call center software**—empowering exceptional agent and customer experiences: every channel, every time. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. CXone helps organizations of all sizes be the first choice of customers, the first to innovate, and the first choice employer. Only CXone delivers one unified experience, on one cloud native platform, fast onboarding of new employees and capabilities, with embedded AI to keep your team one step ahead.

NICE inContact **CXone**



OMNICHANNEL ROUTING

Connect Journeys
Across Any Channel



ANALYTICS

Turn Insights Into
Results



WORKFORCE OPTIMIZATION

Unlock Your Team's
Potential



AUTOMATION & AI

Streamline Service
Delivery



OPEN CLOUD FOUNDATION
Power Rapid Innovation



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

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