

# CXsuccess Customer Success Services

Partnering with you every step of the way for continuous success

CXsuccess is a full suite of customer success services—onboarding, implementation, education, technical services, and business consulting. With CXsuccess services, we enable CX leaders with the right expertise, tools, and technology at every step. We deliver the knowledge, processes, and best practices to help you to achieve your business goals. We collaborate with you to meet your unique needs and to deliver faster answers via a single point of contact.

For ease of budgeting and to ensure your continued success, we offer a selection of monthly subscription CXsuccess packages with conveniently bundled services and value-added features, including regular engagement with designated technical resources, technical account management, professional services, and educational offerings. Additionally, we provide enhanced technical support options for a concierge-style experience with high-value, advanced technical engineering expertise.

With our CXsuccess services, we partner with you to help you achieve ongoing business value 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 and 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

## TEAM OF EXPERTS

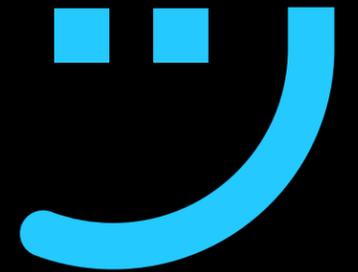
Gain faster answers with less effort as our team collaborates to bring you solutions

- Simplified implementation processes with transition packages and 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 and 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 and Contact Center expertise

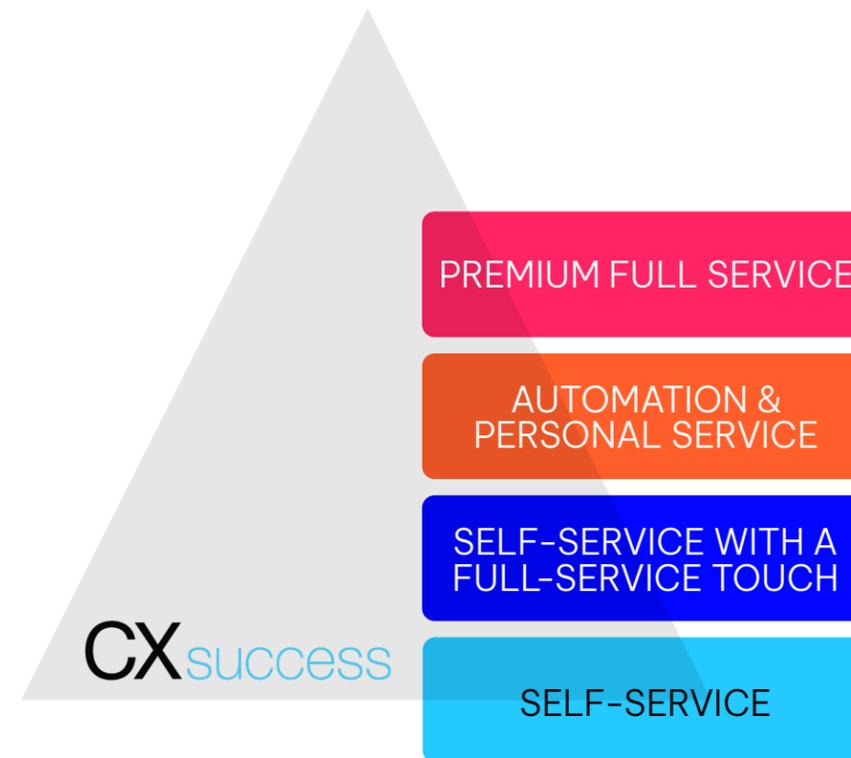


- > Learn more
- > Talk to a specialist  
1-866-965-7227
- > Contact us

## 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 and productivity
- Highly customizable business use cases, scripting, and integrations
- Ongoing coaching to identify opportunities for greater efficiency, higher revenue and lower cost

All NICE CXone 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.



**SELF-SERVICE**

**CXsuccess Care**

- 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

**SELF-SERVICE WITH A FULL-SERVICE TOUCH**

**CXsuccess CARE PLUS**

- Convenient self-service, with specialized expertise and coaching

**AUTOMATION & PERSONAL SERVICE**

**CXsuccess PREMIER**

- Priority handling with specialized expertise

**CXsuccess PREMIER PLUS**

- Ongoing engagement with priority and advocacy

**PREMIUM FULL SERVICE**

**CXsuccess ENTERPRISE**

- Proactive engagement and personalized advocacy

**CXsuccess ENTERPRISE PLUS**

- Highly personalized, with priority handling and deep specialization at scale

## About NICE

With NICE (Nasdaq: 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, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. 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.

[www.nice.com](http://www.nice.com)

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