



# Contact Center Packages

Providing your contact center the right tools, right now

- [Learn more](#)
- [Talk to a specialist  
1-866-965-7227](#)
- [Contact us](#)

CXone Contact Center Packages are affordable bundles of preconfigured customer experience applications providing contact centers with the right tools, right now. Modernize your contact center while future-proofing it through easy upgrades as your business grows, instantly receiving the latest improvements and features while only paying for the tools you use.

## THE CXONE DIFFERENCE

Create amazing customer journeys and strong bonds.

- Proven: CXone has 5X the enterprise customers of any CCaaS provider with our enterprise-grade reliability, scale, and unmatched security.
- Innovative: Powered by the largest R&D team for CCaaS, only CXone delivers all the critical capabilities your business needs to innovate and grow.
- Smart: Only CXone embeds an AI engine built specifically for customer experience so you can predict and act on insights to delight customers and engage employees.
- Easy: Our top-rated customer success model frees up your time with an all-in-one platform, pre-built integrations, and white-glove services.

## ALL-IN-ONE GETS IT DONE

Work for your customers, not for your technology.

- One vendor, one contract—simplify the vendor relationship by consolidating all bills, contracts and payments into one
- Take the guesswork out of research and evaluation with defined and concrete packages
- Get up and running faster by shortening the purchasing and implementation cycles
- Everything works together, removing the burden of integration from the user

## RIGHT SIZE, RIGHT NOW

Future-proof your investment, leave the development to us.

- Grow your business without overpaying for contact center seats you won't use
- Automatic upgrades and effortless addition of new channels and capabilities
- Protect current investments by integrating on-premises and cloud technologies

## BENEFITS

- Create meaningful, personalized journeys for your customers
- Unlock the full potential of your contact center agents
- Right-fit packages deliver value and provide cost savings through only paying for the tools you need
- Improve CSAT and productivity with abundant data and insights
- Respond to business opportunities with innovation and agility
- Simplicity—choose from several packages rather than hundreds of combinations of tools and components
- As single partner accountable for your success, rather than 6-10 disparate companies
- Scales and grows with you so that you'll never functionally outgrow the platform or pay for more than you use

With four preconfigured options, it is easy to find the right-fit package for your needs today while allowing you to add new tools and best practices as your business grows.

- **Customer Engagement:** Engage customers better with digital, voice, or blended omnichannel service.
- **Contact center Essentials:** Deliver better customer experiences through agent empowerment.
- **Contact center Advanced:** Optimize efficiency and savings with performance and workforce management.
- **Contact center Complete:** Forge deeper loyalty with each customer through deep insights and personalization.

	Customer Engagement			Essentials	Core	Complete
	Digital	Voice	Omnichannel			
Open, cloud-native Platform	•	•	•	•	•	•
ACD Digital Agent	•		•			
ACD Voice Agent		•	•			
Digital Channels	•		•	•	•	•
Self-service IVR		•	•	•	•	•
Ports		3	3	3	3	3
Integrated Softphone	•	•	•	•	•	•
90+ Prebuilt Call Center Reports	•	•	•	•	•	•
Unified Agent Desktop	•	•	•	•	•	•
Unified Administration	•	•	•	•	•	•
Work-from-home Ready	•	•	•	•	•	•
Active Storage		5GB	5GB	5GB	5GB	5GB
Standard Audio Recording		•				
Advanced Audio Recording			•	•	•	•
Screen Recording				•	•	•
Quality Management				•	•	•
Workforce Management					•	•
Performance Management Reporting					•	•
Customer Interaction Analytics						•
Customer Feedback Analytics						•

## 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.

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