

NICE Support Services

Committed to Keeping
Customers Happy

About NICE

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions.

500 support experts
around the globe are always
AT YOUR SERVICE!

Your company has made a major technology investment and you have every reason to expect the highest system availability and performance. In fact, your business depends on the availability of your systems. When a problem is encountered, you need answers fast – no matter where you are or the time of day. Anything less results in lost revenues and a call center flooded with complaints from unhappy customers.



Available when you need us,
where you need us

Our global support team is on the job 24x7, with support for critical cases handled in a follow-the-sun model.

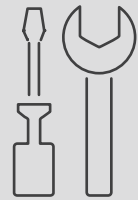
Helping you maximize value from your NICE solution

Built to deliver the support you need to ensure optimal results from your NICE solution, our global support is backed by highly-skilled support engineers that work closely with R&D to provide solutions at lightning speed.



- Proven exceptional customer satisfaction exceeding 90% in overall satisfaction ratings*
- Winner of the 2017 Stevie International Business Award for best customer support department
- Enhanced support coverage with 24x7 response option
- Fast resolution of critical cases for high system availability
- Longer system life span and improved serviceability
- SLAs that suit your business and operational needs

*Based on 2017 transactional survey results



Skill-based not Tier-based

NICE is committed to ensuring a consistent and efficient customer support experience. A smart 24x7 Contact Center performs global skills matching for every call. This means that each case is quickly and expertly routed to the most qualified support engineer, regardless of your location. Gone are the days of cases making their way up the tiers. At NICE, your case goes directly to where it needs to be for fastest resolution.



An unmatched customer experience

More than 1,000 customer cases are processed at our global Support hubs each week. In 2017, 95% of all cases were resolved by our support experts without R&D involvement. NICE Customer Support engages a skills-based model with technical specialists certified across each of our solutions.



Superior support tools and access to knowledge

Our highly intuitive Customer Support Portal lets you access knowledge articles and solutions, open and track support requests, communicate with case owners and even run reports. What's more, phone and remote support is always available during regular business hours with two-hour callback guaranteed. Depending on your SLA, full 24x7 coverage is also available.



Making sure you're always up to date

We provide product and maintenance releases with the newest software upgrades, patches and fixes to keep your system current with the latest NICE technology. Releases are delivered according to customers' specific software package and can be downloaded from the NICE Software Download Center. This convenient portal provides personalized and secure software delivery, updates and management services to give customers fast and easy access to their software orders and updates.

