

NiCE

Open cloud foundation Innovate faster than ever



Seamless, connected, personal

No matter where, or how

That's so NiCE



Cloud native.
Customer native.
Just like you.



Like most enterprises today, you need a contact center platform that can scale securely, deploy quickly, and help you give your global customers the great experience they deserve with every interaction. All built in the cloud.

The NiCE CXone Mpower open cloud foundation is your answer. Get the industry-best published service level agreement of 99.99%, over 150 pre-built, pre-tested integrations through our CXexchange marketplace, and a network of ecosystem partners.

With NiCE CXone Open Cloud Foundation, you get:

- CXone prebuilt integrations on CXexchange
- An extensive collection of RESTful APIs to create your own custom integrations
- Access to the DEVone developer program
- Public Cloud platform choice with global footprint
- Faster innovation with snap-in framework for third party applications & integrations
- The broadest level of certifications in the industry, including PCI Level 1, HIPAA, SOC2, SOX, FedRAMP, and others



Unparalleled security, scalability and reliability

Serve customers anywhere in the world,
with the assurance of:



Certifications to provide maximum security
for your data



Scale up and down based on your seasonal
needs



Industry leading uptime for systems
and infrastructure



“

“The NiCE RESTful APIs were
very easy to understand and
consume. Using the sample
code, I was very quickly able
to understand and integrate
the API.”

Josh Wagner
Veracity Solutions



A cloud platform you can count on.

Work confidently with industry leading reliability

NiCE has the industry's best published service level agreement.

- 99.99% SLA uptime for systems and infrastructure
- The only CCaaS provider with a 4.0 MOS SLA – guaranteed
- High customer satisfaction and a reputation for reliability—connected calls stay connected
- Minimize lost revenue—no more system or infrastructure downtime
- Hot standby with immediate failover

Rely on the highest security & compliance certifications

NiCE maintains numerous industry certifications to ensure that your cloud contact center solution provides maximum security.

- Payment Card Industry (“PCI”) Level 1 and Level 2 compliant environment under the Payment Card Industry Data Security Standards (“PCI DSS”), validated by an experienced 3rd party Qualified Security Assessor (“QSA”)

- NiCE is registered with the Information Commissioner’s Office (“ICO”)
- Other industry standards NiCE meets or exceeds security and compliance requirements with leading protocol adherence including:
 - FedRAMP
 - Information Security Registered Assessors Program (IRAP)
 - Cyber Essentials
 - General Data Protection Regulation (GDPR)
 - Service Organization Controls 2 (SOC2)
 - Sarbanes Oxley Act (SOX)
 - Federal Communications Commission regulations regarding Customer Proprietary Network Information (CPNI)
 - Health Insurance Portability and Accountability Act (HIPAA /HITRUST)
 - Section 508
 - Cloud Security Alliance (CSA) STAR Level I

Customize and integrate with ease

NiCE offers continuously expanded, updated, well-documented and tested application programming interfaces (APIs), plus pre-built integrations and a wealth of partner solutions.

- The same RESTful APIs for your use that our own developers use for building our product.
- Extensive, interactive documentation and support, at no additional cost through the NiCE CXone DEVone developer program
- The ability to execute APIs against your own data directly from the DEVone Developer Portal.
- Access to the DEVone Developer Community to share knowledge and experiences with other customers, partners and CXone Mpower programmers
- Pre-built integrations such as Agent for Salesforce streamline CRM integration, so you can deploy solution in just hours, not days or weeks
- Seamless integrations with leading UCaaS providers enable easier, faster collaboration between contact center agents and subject matter experts across the organization.
- Flexible frameworks that provide the ability to bring in preferred 3rd party capabilities such as AI bots from Google, Amazon, and MSFT.

Global scale, local feel

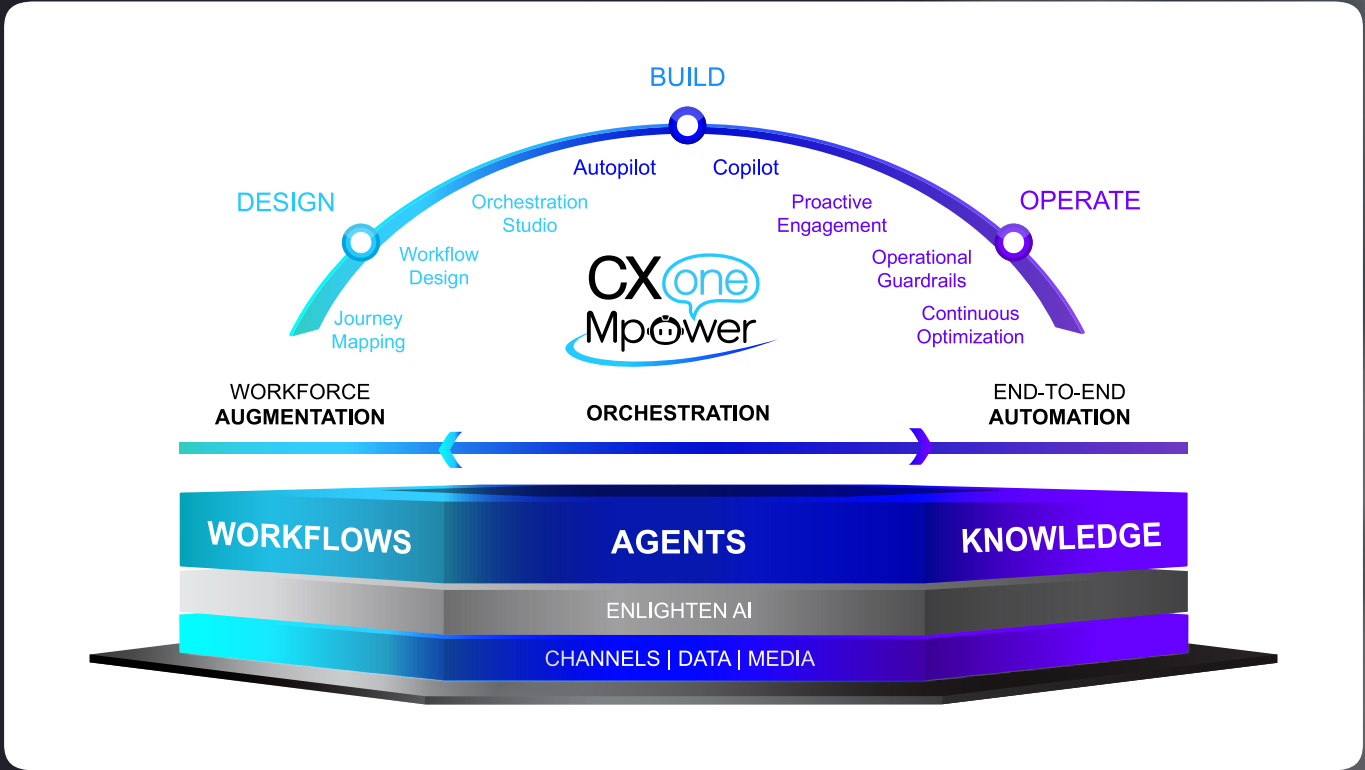
Connect with your customers faster with flexible multinational options.

- Crystal clear connections with hosted voice and data services and voice quality SLA guarantee
- Toll-free and local numbers in over 130 countries
- Flexible cloud data storage options, even longterm archiving
- The ability to deploy locations and agents anywhere on the globe and simplify language support for your contact center environment
- Flexibility to support global service with interfaces available in eleven languages (Chinese, English, French, German, Italian, Japanese, Dutch, Korean, Brazilian Portuguese, Russian and Spanish) for the CXone Mpower Agent and Admin portal (including Reporting)
- Chat interface for easy communications, which is available in all ten languages supported by the Agent interface, plus Danish, Norwegian, Swedish and Chinese Simplified



Every great experience starts in your contact center.

Be first and stay first in your industry with CXone Mpower, the world's #1 cloud customer experience platform. Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class Customer Analytics, Omnichannel Routing, Workforce Engagement, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. With CXone Mpower, moving faster and working smarter becomes your first advantage. Only NiCE delivers one unified experience, on one cloud native platform, along one proven path—all from one leader.





About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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