

DEVone Ecosystem

Extend the power—and the value—of your CXone contact center

You already know how NICE CXone empowers your contact center to deliver exceptional experiences for your customers and your employees—every day, with every interaction.

And thanks to its open cloud platform, if your contact center ever faces opportunities—or challenges—that require additional functionality, you can rely on the NICE DEVone Ecosystem to extend the power of your CXone solution and rapidly implement the new technology you need.

BUY OR BUILD? WITH THE POWER OF THE CXone OPEN CLOUD PLATFORM, THE CHOICE IS YOURS!

Buy pre-integrated applications and services developed by 100+ trusted technology partners—and available through our easy-to-use CXexchange marketplace—for a fast and easy way to add cutting-edge functionality to your contact center.

Build your own customized, integrated applications using our 300+ APIs and extensive developer resources—including documentation, sample code and discussion forums—all available through our Developer Community.



NICE DEVONE ECOSYSTEM



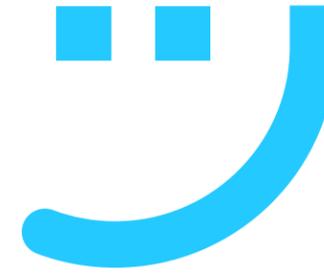
Cloud Contact Center Platform



Ecosystem Partners



Developer Community



- > Visit NICE CXexchange Marketplace
- > Visit our Developer Community
- > Talk to your NICE CXone representative: 1-866-965-7227

BENEFITS

- Drive better business results and maximize the value of your CXone.
- Implement innovative technologies before your competitors even know they exist.
- Accelerate your time to market with knowledgeable consultants and certified implementation partners.
- Simplify your selection process with the CXexchange marketplace—search, compare, watch demos, and more.
- Ensure compliance with data-security, industry and government regulations.
- Integrate your CRM system—including Salesforce, Oracle, Microsoft, ServiceNOW, and Zendesk—for a holistic view of your customer data.
- Add automation and AI to complement your human agents' self-governance, improve productivity, and gamify agent self-governance.
- Improve data-driven business decisions by extending CXone reporting—both historical and real-time—across disparate systems and processes.
- Add in-call digital collaboration to accelerate sales and service requests.

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

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