

SIMPLICITY
OPENNESS
AUTOMATION

Leave complexity out of your operations

The race towards an always better customer journey, and the challenges posed by the introduction of multiple channels in a heavily regulated environment are making contact centers even more complex to manage. Organizations need to have easy access to their data, whether large companies handling an average of 14 systems or smaller contact centers, IT teams have a hard time integrating legacy systems with newer ones, centralizing existing solutions, or simply integrating their systems with Engage for recording.

From contact centers infrastructure to billing, recording, CRM, interaction optimization, and more, over 15% of contact center technologies remain separate.

Siloed systems have disastrous impacts on the customer experience, as agents achieve lengthier handling times simply from trying to juggle between several systems. In this context, the technology and operations teams trying to face the demands of the digital age need to be empowered with simple solutions to overcome the hurdles of multi-systems environments.

Connect API is NICE's latest single API umbrella solution empowering organizations to integrate with third party systems and desktop applications to facilitate operations, by improving business visibility and empowering agents with unified systems.

A single API. Multiple use cases.

Connect API is a one-stop-shop offering a unified API to meet all integration needs. With Connect API, potential users can develop desktop applications, enrich business and customer data, automate repetitive tasks and compliance driven actions, query data, integrate with third party apps and manage interactions through reporting.



IT

- Simpler Integration
- More flexibility
- Lower TCO
- Offload resources



Compliance

- Automatic compliance adherence
- Reducing risks



Agent

- Boost productivity
- Shorter handling time
- Simpler activities



Back Office

- Faster queries
- Better integration between data
- Ease of use

Benefits across the enterprise in real-time

By bridging multiple systems, Connect API yields benefits for multiple users across the enterprise. Lowering operational overheads by enabling seamless real-time communications between systems, it offers a solution for IT, compliance, agents and back office alike. Supporting real time and offline integrations it satisfies the requirements of fast paced environments as well as retroactive activities happening in the back office.



Simple to use. Easy to deploy. Unlimited scalability.

Connect API uses standards REST and SOAP formats making it easy to integrate, understand, configure, and more simple to use as it offers code samples and advanced documentation. Environment agnostic, with a single API controlling the entire Linked DH, it can be promptly adopted and deployed, delivering faster time to value.

Thanks to its ability to increase performance by adding additional APIs, Connect API knows an unlimited scalability. Fully secured (AAA), the API enables easy access to recording data for any type of organization and delivers more openness and flexibility.

CONNECT API AT A GLANCE



A single
API umbrella



Integrates with any 3rd party
and business application



Boosts efficiency
across the enterprise



Maximizes systems
effectiveness



Lowers CAPEX
& OPEX

About NICE systems

NICE (NASDAQ: NICE) is the worldwide leader of software solutions that deliver strategic insights by capturing and analyzing mass quantities of structured and unstructured data in real time from multiple sources, including, phone calls, mobile apps, emails, chat, social media, and video. NICE solutions enable organizations to take the Next-Best-Action to improve customer experience and business results, ensure compliance, fight financial crime, and safeguard people and assets. NICE solutions are used by over 25,000 organizations in more than 150 countries, including over 80 of the Fortune 100 companies.