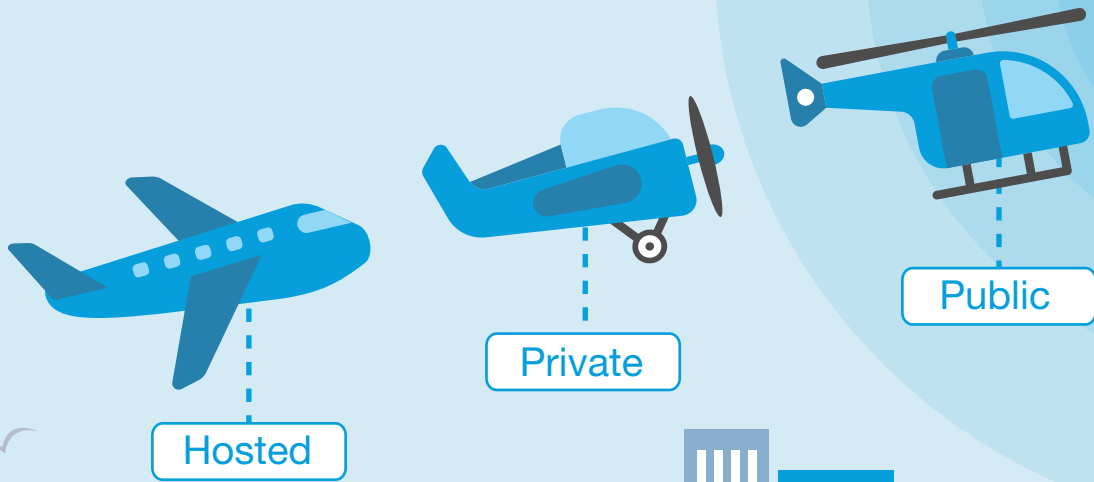


# Map your way to ENGAGE UPGRADES

ENGAGE



Cloud solutions are set to rise by **40%** in the next 3 years

**16%** of CC technologies remain siloed

Windows 10

SQL 2012/2014

IT OPERATIONAL COSTS

Windows server 2012/2016

Scalability

Disaster Recovery

Multiple Systems Management

DIGITAL TRANSFORMATION  
Omnichannel inside & out

Voice

COMPLIANCE

Privacy

GDPR

Accountability

Over **\$204bn** paid in fines and settlements over the past 6 years

Chat

Video

Social media

**9** channels in average used in CCs

**90%** of users are omnichannel

ENGAGE  
NICE