



## How to Deliver Smarter, Faster Customer Service: NICE Global Webinar Series to Discuss the Best Tools and Technology for Achieving This

Hoboken, N.J., July 24, 2017 – NICE is helping organizations deliver smarter, faster customer service during a [webinar series](#) beginning this month.

Open to participants across the globe, the sessions will focus on how organizations can glean insights into their customers through their omnichannel journeys. They will learn how to use powerful and accurate analytics to drive action that will improve the customer experience and exceed customer expectations. Leading industry experts, customers, and analysts from Forrester Research and Everest Group will take center stage in these discussions.

Highlights of the webinar series include:

- “Delivering Next-Gen Customer Services,” presented by Joana van den Brink-Quintanilha, Principal Analyst, Customer Experience, Forrester Research
- “The Key to Employee Engagement – Chatbots,” presented by Ian Jacobs, Principal Analyst, Application Development & Delivery Professionals, Forrester
- “Robotic Process Automation (RPA) Evolution,” presented by Sarah Burnett, Vice President, Everest Group

For more information and to register for the webinars, [click here](#).

### About NICE

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. [www.nice.com](http://www.nice.com).

### Corporate Media Contact

Ilana Hart, +972 9 775 3818, [ilana.hart@nice.com](mailto:ilana.hart@nice.com)

### Investors

Marty Cohen, +1 551 256-5354, [ir@nice.com](mailto:ir@nice.com), ET  
Yisca Erez +972 9 775 3798, [ir@nice.com](mailto:ir@nice.com), CET

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### Forward-Looking Statements

*This press release contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements are based on the current beliefs, expectations and assumptions of the management of NICE Ltd. (the Company). In some cases, such forward-looking statements can be identified by terms such as believe, expect, may, will, intend, project, plan, estimate or similar words. Forward-looking statements are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of the global economic environment on the Company’s customer base (particularly financial services firms) potentially impacting our business and financial condition; competition; changes in technology and market requirements; decline in demand for the Company’s products; inability to timely develop and introduce new technologies, products and applications; difficulties or delays in absorbing and integrating acquired operations, products, technologies and personnel; loss of market share; an inability to maintain certain marketing and distribution arrangements; and the effect of newly enacted or modified laws, regulation or standards on the Company and our products. For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company’s reports filed from time to time with the Securities and Exchange Commission, including the Company’s Annual Report on Form 20-F. The forward-looking statements contained in this press release are made as of the date of this press release, and the Company undertakes no obligation to update or revise them, except as required by law.*