NICE · CX one

CXone Solution Overview
Transforming customer experiences with CX AI.

Make experiences *flow*

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
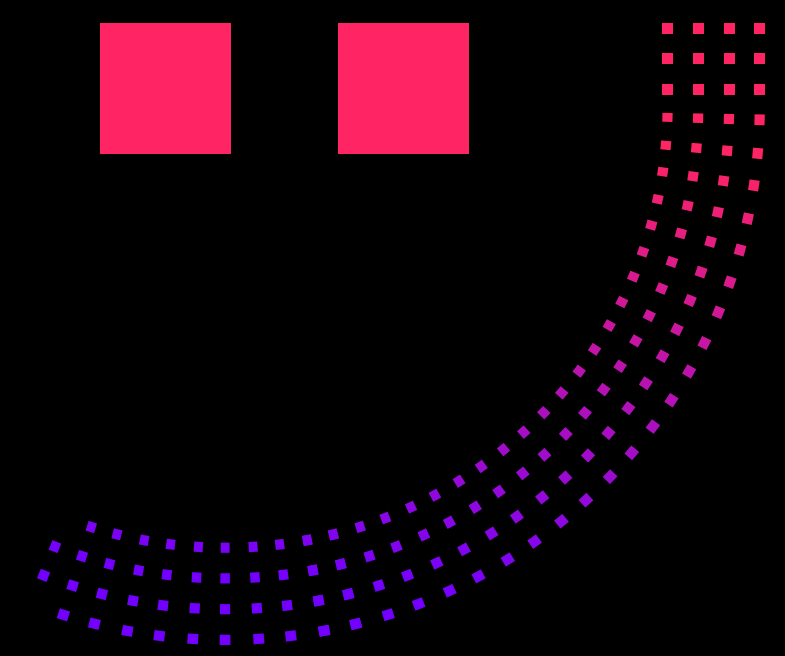
ENSURE EVERY INTERACTION IS A GREAT CUSTOMER EXPERIENCE

Consumers today interact with brands across many different touchpoints--from search engines to web experiences to mobile apps, digital messaging, chatting with bots or calling to speak to a contact center agent. Every interaction with your customers is an opportunity to elevate your brand by differentiating with a great experience.

Today's experience landscape is boundless, presenting a significant challenge for brands to meet customer expectations. When interactions are managed across a loosely tied together patchwork of legacy infrastructure and point-solutions, the complexity causes friction for customers, employees, and the business overall.

NICE CXone goes beyond traditional contact center as a service (CCaaS) software to deliver the first and only unified CX AI platform for brands to deliver exceptional customer experiences.

ORCHESTRATE 100% of customer conversations on one platform

PERFECT every interaction with advanced capabilities, unified data, and complete knowledge

OPTIMIZE customer experiences with AI purpose-built for CX

BUILD RELATIONSHIPS THAT LAST WITH THE INDUSTRY LEADER IN CX FOR AI.

JOURNEY ORCHESTRATION AND ROUTING

Seamless customer journeys across voice and digital channels. Guide customers from the very start to successful resolution of their journeys across more natively supported channels than any other solution and maintain context throughout.

DIGITAL AND SELF-SERVICE

Frictionless digital experiences and smart self-service driven by conversational AI. Meet your customers with answers when they search. Empower them to resolve issues on their own across the complete customer journey.

WORKFORCE ENGAGEMENT MANAGEMENT (WEM)

Robust applications to optimize the employee experience and ensure complete performance. Put powerful tools at your agents' fingertips and unleash their potential to create unforgettable experiences.

AGENT ASSIST

AI-driven tools for real-time agent guidance and coaching. Empower agents to meet the needs of every interaction—and the expectations of every customer.

CX ANALYTICS

AI-driven insights to continuously enhance the customer experience and drive business results. Accelerate data-driven decisions. Quantify improvements in employee productivity and customer satisfaction from actionable insights.

OPEN CLOUD PLATFORM

Innovative and extensible enterprise-grade platform that scales securely, deploys quickly, and serves globally. Upgrade your baseline with an open cloud foundation. Launch your way into innovation and CX excellence with built-in cloud compliance and reliability. An open framework provides endless customization options with prebuilt-integrations and no-code/low-code developer tools, APIs, and SDKs.
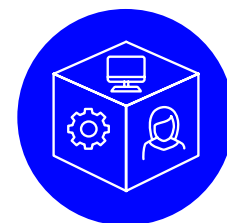
ENLIGHTEN AI FOR CX

Build meaningful relationships with the industry's only specialized AI purpose-built for CX and trained on the industry's largest labeled and validated CX dataset, embedded across the CXone platform.

INTELLIGENTLY
ENGAGE CUSTOMERS
ACROSS ALL TOUCHPOINTS

Ensure every interaction is personalized, contextual, and friction-free.

- Manage 100% of voice and digital interactions across all touchpoints on one platform.

- Transition and blend interactions across all channels, including voice, web, digital messaging, social media, mobile apps, and even bring your own channel.

- Provide a seamless customer experience across all communication channels, whether it's self-serve or assisted by an agent.

- Eliminate friction across the digital journey by proactively delivering the right guidance at the right time.

- Engage customers proactively. It's a whole new era of proactive outbound engagement where you know to contact your customer before they even know they need you.

- Optimize CX by learning from all interactions with AI that mirrors top agents to build smart self-service.

ENABLE FAST, PERSONALIZED RESOLUTION THROUGH
AI-DRIVEN SELF-SERVICE

Scale human connections by empowering customers and employees with answers.

- Optimize self-service journeys for the best outcomes based on proven resolution paths.

- Automate proactive guidance on desktop and mobile web experiences to help people find answers.

- Optimize enterprise knowledge content for higher search engine ranking.

- Identify trends and root causes across 100% of interactions. Whether it's voice or digital, you can analyze, measure, and uncover insights to drive improvements to CX.

- Meet customers with knowledge and ensure they receive the right content, wherever they are.

- Elevate self-service experiences with an AI-powered virtual agent that guides customers. Guarantee accurate answers with trusted company knowledge and natural language chat.

- Engage customers with AI-powered intelligent virtual agents and chatbots that converse naturally to radically improve the automated experience.

EMPOWER AGENTS AND EMPLOYEES
TO SUCCESSFULLY RESOLVE ANY NEED

Optimize agent efficiency performance for all customer interactions to consistently deliver extraordinary experiences.

- A unified agent workspace provides everything agents need to handle conversations across all voice and digital channels.

- Empower agents and supervisors with a powerful contact center AI copilot to drive greater focus, productivity, and engagement than ever before.

- Easily integrate applications that help turn every one of your agents into a customer service superstar.

- Automate agent notetaking with the power of generative AI to summarize every interaction—reducing manual effort, boosting productivity, and elevating CX.

- Help agents understand where they can improve their behaviors in real-time to boost customer satisfaction.

REALIZE MORE
EFFICIENT, COST-EFFECTIVE OPERATIONS

Deliver experiences that boost operational efficiency and drive continual optimization.

- Gain a better understanding of operations and take immediate action by combining highly specialized AI models for CX, the latest generative AI technology, and industry benchmarks.
- Proactively zero in on execution gaps and drive your business forward with insights and answers from Generative AI.

- Make smarter, more informed management decisions with intuitive dashboards for real-time and historical insights on key CX metrics and trends.
- Take advantage of the open cloud foundation, where applications sit on a unified data model bringing together both platform and external data for a 360-degree view of the customer experience.
- Integrate CXone with any custom app or build customized experiences unique to your brand. Flexibly run third-party apps natively with integration hubs and common administration and reporting frameworks.
- Work confidently with the highest levels of certified security at every layer, including PCI Level 1, GDPR, HIPAA, and FedRAMP authorization.
- Enjoy world-class cloud operations featuring automatic upgrades and 99.99% guaranteed reliability on a secure, open cloud-native foundation.
- Thrive with an open and extensible framework featuring 400+ modern RESTful APIs, 200+ development partners, and an active partner community of more than 260 CX partners around the globe.

OPTIMIZE **CX AT SCALE.** ACHIEVE IT ALL WITH CXONE.

Organizations around the world are striving to deliver the ultimate customer experience, strengthen brand value, and boost efficiency. NICE CXone empowers brands to achieve these objectives on one interaction-centric platform with rich CX capabilities and an AI purpose-built for CX to deliver truly remarkable customer experiences.

100% OF INTERACTIONS ON ONE PLATFORM

Ensure a seamless customer experience for every type of conversation—from voice to digital messaging to chatbots and social. CXone is an interaction-centric platform built to master and orchestrate 100% of interactions. Unlike a customer relationship management platform or ticketing system, only an interaction-centric platform can orchestrate sophisticated, AI-driven customer journeys.

ALL THE ADVANCED CAPABILITIES TO MASTER INTERACTIONS

As the operating system for CX, CXone consolidates all communication channels, applications, data, and knowledge onto a single open cloud platform. This includes the best-of-breed CX solutions from NICE— routing, workforce engagement management, analytics, and digital—all natively available, streamlining operations and eliminating the need for complex integrations. Run third-party applications natively with CXone integration hubs and common administration and reporting frameworks.

AI PURPOSE-BUILT FOR CX, DRIVING VALUE FROM DAY ONE

Developed by NICE, Enlighten is the world's first and only AI built specifically for customer experience. Enlighten leverages the power and capacity of generative AI and machine learning, coupled with the world's most extensive CX data set and security guardrails, to produce truly remarkable customer experiences. Fully embedded across CXone, Enlighten AI is operationalized with pre-built models and ready to drive value from Day One.

We invite you to

Learn more >

Please visit our website,
www.nice.com.