

## Executive Overview

The world's #1 cloud customer experience platform

- Recognized leader and cloud pioneer since 1997
- HQs: Hoboken, NJ | Salt Lake City, UT | London, UK | Ra'anana, Israel
- 7,500+ employees: scientists, engineers, R&D professionals, business & thought leaders – people with extensive experience as subject-matter experts in their fields
- Enterprise Trusted: Serving 85 of Fortune 100 | 6 of Fortune 10 | 10/10 TOP U.S. Health Insurance | 5/5 TOP U.S. Telco | 9/10 TOP GLOBAL Financial Services
- SMB Engaged: 27,000+ organizations in more than 150 countries use our solutions
- 100+ integrations to top CRMs | 400+ Patents |

## Product & Service Offerings

**A true cloud-based contact center (CCaaS) platform:**

- IVR, ACD, CTI, Dialer, Speech Recognition, Multi-channel (email, chat, social), with Skills and Proficiency-based routing

**Workforce Optimization:**

- Workforce Management, Survey, Call Recording, Quality Management
- Carrier-grade telecom services available for integration -TDM, VoIP, Local DID, Toll-Free

**Professional Services (Configuration and Customization) and Business consulting**

## Sales Engineer Take On Best Fit

NICE CXone is a leader in omnichannel customer experience and contact center solutions. Its longevity and experience servicing some of the largest companies make it a natural choice for mid-market and enterprise prospects.

John Paullin - Field Sales Engineer UCaaS, CCaaS

## Key Features & Differentiators

- True Cloud, Fully Blended-Inbound/Outbound Omni-Channel platform
- WFO solutions for both Enterprise and SMB / Mid-Market
- Telephony Agnostic w/ 50+ providers to connect to
- A complete ecosystem of Integration and Implementation partners
- Interact with your customer in their channels of choice
- Seven (7) voice and data supersites around the globe
- The CXone Trust Office includes a Chief Security Officer and a Director of Trust dedicated to our customers' data/network security
- PCI Compliant, SOC2 Type II Certified, and FCC and CPNI Compliant
- 2-3 Feature software releases per year

## Top Industries Served

- Financial Services
- Healthcare
- Education
- Professional Services / Offices

## Ideal Customer Profile

- Enterprises looking to move off multiple platforms onto a single platform, or experiencing End Of Life issues with Premises equipment
- Small to Midsize businesses experiencing rapid growth or seasonal scalability issues
- Healthcare, Business Process Outsourcers and Financial Services in need of modern solution
- Voice & Data Communication providers and Consultants

## Qualifying & Technical Questions

- Do you feel your contact center could be more robust/ have more integrations and features?
- Do you lack capital expenditure budgets for contact center infrastructure?
- Are the digital channels native or provided by partners?
- Do you have the ability to monitor digital interactions (chat, email, SMS) in real time?
- Is your business affected by seasonal spikes and call volumes?
- Does your current disaster recovery plan put you back online in minutes?
- Do you have a complex environment (multiple call centers, remote agents, or inbound/outbound environments)?
- Do you currently execute seamless escalation/transition between digital and voice channels?