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, Director of Sales Engineering, UC/CC/AI

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 Outsources 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?

Elevator Pitch

CXone helps organizations transform contact centers into a business-driving competitive advantage through a powerful combination of technology, people, and partners. Win every customer interaction, deliver great customer experiences, and achieve your business goals – all from the flexibility and reliability of the cloud.

Objections & Rebuttals

We've investigated it. It's a large undertaking with marginal gains.

Most solutions that don't show a great impact are a result of not understanding the customer's requirements from a 360° view. CXone works through a comprehensive exploration and planning phase to fit your specific environment. It's truly a unified platform, not a collection of different software.

I can't afford to RIP and REPLACE.

With the cloud, you can forget about costly hardware, software maintenance, and upgrade costs. In addition, you can seamlessly service

multiple channels including Phone, Chat, Social, Email, and SMS to reduce costs.