

## NICE inContact CXone Battle Card

**NICE inContact is the perfect solution to replace your customers' outdated call center**

### Overview

NICE inContact CXone is the leading cloud customer experience platform. Its flexible cloud software helps contact centers efficiently support their customers with personalized interactions. The result is low attrition and high customer satisfaction and brand loyalty.

**Key products:** : CXone platform unifies Omnichannel Routing, IVR, Interaction Analytics, Workforce Optimization, Personal Connection Dialer™, Analytics-Driven Quality, Feedback Management, CRM Integrations, Artificial Intelligence and more.

### Audience – Target Market / Customer

- SMB (small/medium business), Mid-Market and Enterprise contact centers in any vertical, with a special emphasis on companies who interact with their customers and need to provide exemplary customer experience (CX) today's consumers demand.
- Business unit: Customer Service, Client Services, Customer Care departments
- Decision makers: : VP of CX, Customer Care/Services, Director, Contact Center Operations, Contact Center Director
- Key influencers: IT, Workforce Manager, Quality Manager

### NICE inContact Differentiators

- 100% focused on cloud-only contact center solutions
- One-stop vendor with telecommunications and cloud software solutions including a wide range of pre-built CRM integrations
- Ability for your customers to future-proof their contact centers with a strong commitment to ongoing technology innovations
- Many passionate, happy, referenceable customers (1,300+ contact center deployments)
- Published uptime guarantee of 99.99%

### Security/Disaster Recovery Benefits

- Geographic redundancy in US, EMEA, and ANZ
- 24/7/365 network operations monitoring
- Compliance and certification across various industry standards to assist in verifying security policies and processes including PCI, GDPR, FedRAMP, SOC 2, HIPAA, and others.
- Cloud models mean no on-site hardware needed, therefore no hardware failures
- In case of a disaster or power outages, customers can be quickly routed to agents anywhere in the world, including mobile devices
- Contact capacity can be quickly scaled up or down based on demand

### Customer Pain Points

Using premise-based contact center systems that are expensive, difficult to maintain and update and constrain customer service. Pain points include:

- Tight budgets hinder technology upgrades and improvements.
- Outdated agent tools that hinder productivity and efficiency.
- Difficult to/cannot support seasonal spikes in contact volumes.
- Hard to make even simple system changes, connect home-based agents, multi-site locations.
- Little support for advanced functionality i.e. Omnichannel, AI, co-browse, native WFO.
- Poor insight into important contact center metrics.
- Long-term expensive maintenance contracts.
- Have a single point of failure with current contact center system and little or no disaster recovery plan.
- Must maintain overlapping relationships with contact center and telephony vendors

### Customer Benefits

- Unified – Complete end-to-end solution for the cloud. Consolidates infrastructure and connectivity across all contact center applications.
- Affordable – Pay-as-you-go model and low startup costs. Minimizes ongoing IT support costs. Eliminates capital expenditures for hardware and software purchases.
- Scalable, customizable – Supports fluctuating volumes, any number of agents, located anywhere in the world. Customizable with 300+ API's and 100+ developer community.
- Reliable – Strong published service level of agreement of 99.99%. Geographically redundant network, data centers, and databases with active/active failover.
- Low maintenance, flexible, simple – Continuous delivery of software enhancements and maintenance included. Many changes can be made by non-technical personnel.

### When to Engage / When Not to Engage

- Engage if customer:
  - Has a complex contact center environment
  - Needs to upgrade from old technology
  - Has multiple locations with various PBX or contact center solutions in each location
  - Adding Omnichannel/currently has multiple point solutions to support various channels
  - Requires scalability
  - Has seasonal volume fluctuation
  - Working on digital transformation/CX improvement
  - Is in a rapid growth phase
  - Has cost or budgetary concerns

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NICE inContact is the perfect solution to replace your customers' premise-based call center

### FAQs

#### 1. In terms of costs, how does cloud contact center compare to a traditional premise system?

A cloud contact center reduces upfront and ongoing technology costs, because there's no expensive software or hardware to buy. You pay only for the services used each month.

#### 2. How much time will my IT department spend upgrading and maintaining a cloud contact center system?

Probably much less than they spend on a premise system since the cloud contact center system is primarily maintained by the cloud vendor. Software upgrades are automatically applied by the vendor so you're always on the latest version. If you want to add new functionality, it's easy to do. This frees up staff to work on other projects.

#### 3. Are there limitations on where my agents can be located?

No, your agents can be located anywhere with a cloud contact center. They can work at home or be located in various contact centers around the world. As long as they have an Internet connection, a phone line and a user account, they can access the NICE inContact system.

#### 4. Can your system accommodate fluctuating call volumes?

Yes, this is another major benefit of NICE inContact. We can easily increase your capacity if call volumes fluctuate. We do this all the time for our customers that have seasonal business.

#### 5. Will my data be safe?

Absolutely. NICE inContact has a Chief Security Officer who maintains a Trust Office which is in charge of ensuring all data is protected and secured. NICE inContact is also a member of the Cloud Security Alliance and employs many industry certifications including PCI, GDPR, FedRAMP, SOC 2, HIPAA, and others.. Visit our website

<http://www.niceincontact.com/call-center-software-company/trust-office> to learn more.

#### 6. We are not ready/sure how to transition to the cloud. Is the switch typically 'all at once'?

Many companies believe that the switch to the cloud means transitioning all contact center systems. Not so! In fact, for those with significant on-premises contact center infrastructure, best practice is to keep the on-premises system running at full capacity for as long as it's usable, maximizing its ROI. The cloud transition can begin gradually. By transitioning less-critical business applications, contact centers can maximize current on-premise capital investments while reaping key benefits of the cloud.

### Discovery Questions

1. How do you currently support agents at home or across multiple locations?
2. How do you handle seasonal spikes in call volume?
3. Do you lack CapEx budget to make upgrades/modifications to your infrastructure?
4. What would be the impact of having multiple technology systems unified in one platform?
5. How does your current technology empower you to support changing customer demands for self-service and digital channels?

### Customer / Case Study References

- By implementing NICE inContact, Piedmont Natural Gas reduced overall call center costs by 25% from \$8M to \$6M in three years, all without reducing headcount.
- VacationRoost realized an overall close rate of 29%, as compared to the industry average of 15%, after implementing inContact. inContact also offers VacationRoost brand-building customer service, giving them a strong edge over their competitors.
- Graco reduced agent headcount by 35% and continues to maintain high levels of customer satisfaction.
- Volunteers of America saved a half a million dollars when initially implementing NICE inContact and continues to save a couple hundred thousand a year in technical staff support.

### About NICE inContact

- Experienced and proven cloud solutions for contact centers  
Publicly traded (NASDAQ: NICE); in business since 1997
- 3,000+ employees
- Over 100 Fortune 500 / Global 2000 clients
- Used by 315,000+ agents in 100+ countries
- 6 Billion interactions
- Analyst rated leader

### Additional Resources

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

- Product information
- Many resources including case studies, videos, demos, and more
- Solution Finder for solution recommendations

### Partner in the Cloud. Partner with NICE inContact.

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