For today's growing businesses, the contact center is often a customer's first and only human touchpoint. **CXone** is the one cloud contact center platform with tiered functionality designed to grow seamlessly with the evolving needs of growing small businesses. Use the following key facts, endorsements, and other content to educate your small business customers about the benefits of CXone.

QUICK FACTS

NICE · inContact

Designed to fit small business

Simple to activate

CXone is the all-in-one cloud contact center platform that lets you deliver powerful new solutions to agents and consumers within hours, instead of days or weeks.

No heavy upfront expenditures

The last contact center platform you'll ever need, CXone frees you from crippling IT expenditures and maintenance fees. Pay as you go for the solutions you want, then add on functionality to accelerate growth as your business and customer needs evolve.

Empower your agents to delight your customers

Powerful Omnichannel Routing engages agents—unlocking productivity, driving down costs and inspiring customer loyalty with a consistent, personalized experience across all channels.

Take your contact center to the next level

Game-changing analytics help you unleash growth by driving measurable improvements in agent performance and customer experience.

Easily add up to 30+ digital channels to connect with your customers their way

Voice, chat, email, Text/SMS, Mobile apps and messaging platforms including WhatsApp, Twitter Messaging, Facebook Messenger—all managed seamlessly in a single interface.

Automate mundane tasks and speed resolution times

Streamline service delivery with technology that intuitively understands your customers with a powerful combination of AI, bots and self-service.

Optimize your workforce

Teach your agents how to humanize service—and have fun doing it—with forecasting tools, quality management and gamification.

2000+
small business customers

Secure
PCI Level 1
FedRAMP
GDPR
HIPAA

Dedicated
customer support teams

Used by over
345,000
agents worldwide

Five Nines Availability
99.999% uptime

120+
integrated partner apps including popular CRM like Salesforce
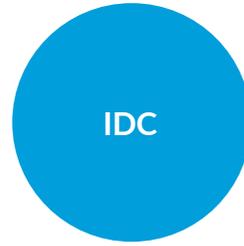
3rd Party Endorsements

Gartner

Magic Quadrant Leader for contact center as a service *5 years in a row including 2019*

Forrester

Leader in Cloud Contact Centers *in The Forrester Wave*

IDC

A Leader of the Cloud Contact Center *Market by IDC*

DMG

Highest Customer Satisfaction *Rated #1 overall by DMG*

Customer Business Outcomes

68%

NextGear Capital: Financial services company decreases post-call tasks

75-95%

Extra Space Storage: Household storage provider improves service

23%

ClearChoice Dental Implant Centers: Dental services business increase in outbound calls

> *Our service levels jumped* **25 percent** *in just one month due to our agents viewing their real-time adherence metrics. They now understand how their performance impacts service levels.*

– Director of Customer Sales and Service for an online education company

> *We view NICE inContact as a* **partner** *and an integral component of our business.*

– Bruce Gilbert, CTO, Young Energy

> *Long story short, we're just trying to create more efficiency by adapting to a platform that houses all channels.* **Chat, voice, email.**

– Operations Manager, MoneyLion