⚙ KEY FEATURE AND DIFFERENTIATORS

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%

📍 LOCATIONS

Sandy, UT (NICE inContact)

Continental US

Corporate offices in Sandy, UT and Hoboken, NJ

In Addition other U.S. offices for other divisions of NICE:

Georgia - Atlanta- NICE Actimize also NICE Nexidia
Austin, TX- NICE Nexidia (Mattersight)
California- Ventura County and San Matteo (Actimize)
Chicago- NICE Nexidia (Mattersight)
Colorado- Denver
Minnesota- Edina NICE Nexidia (Mattersight)
Ohio- Columbus   Texas- Richardson

Australia- Melbourne and Sydney   Singapore
Bolivia   South Africa- Johannesburg
Brazil- Sao Paolo   Spain- Madrid
China- Beijing and Shanghai   Switzerland- Zug and Zurich
France- Paris   United Kingdom- London, Birmingham, Bracknell, Southhampton

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Germany- Munich
Hong Kong
India- Bangalore, Mumbai, New Delhi and Pune
Israel (International corporate HQ)
Japan- Tokyo
Mexico- Mexico City
Netherlands-Alkmaar
Philippines- Makati City and Manila

IDEAL CUSTOMER PROFILE

Anyone who is actively communicating with end user customers or even internally via a help desk or servicing employees. We have a $3k minimum MRR outside of that any size is a fit from SMB to Enterprise, we are a one stop shop for your contact center needs.

We have new SMB packages that bundle the telco and contact center seat to allow us to be competitive in the market in this size range of customer.

Pain points are outlined in battle card information or ask your Regional Partner Manager for scripted questions that help qualify opportunities.

Every Industry

SERVICE OFFERINGS

CLOUD

NICE inContact CXone, the world's #1 cloud customer experience platform, transforms your call center software – empowering exceptional agent and customer experiences: every channel, every time. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. Exceptional customer experience doesn't happen by accident. NICE inContact helps organizations of all sizes be the first choice of customers, the first to innovate, and the first choice employer. Only CXone delivers one unified experience, on one cloud native platform, fast onboarding of new employees and capabilities, with embedded AI to keep your team one step ahead.

INTERNATIONAL

Through a powerful combination of our technology, people and partners, we help organizations transform their customer experience into a business-driving competitive advantage. We make it easy for contact centers to win every customer interaction, deliver great customer experiences, and achieve their business goals—all from the flexibility and reliability of the cloud. Recognized as a

QUALIFYING QUESTIONS

Do you have any plans in place to support at home or remote agents?
How many different products/technologies are currently in place to support your contact center?
How do you make changes to your IVR or call flows today?
How often are you making those changes?
On average how much is that costing you today?
How long has the current technology been in place?
Does your business experience any spikes in call volumes during peak times?

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What's your peak usage during the year?
How do you handle (un)anticipated peaks in call volume?
What are your most important metrics?
How are you able to track and manage your most important metrics?
How do you handle disaster recovery/system outages today?

INDUSTRY RANKINGS

https://www.niceincontact.com/call-center-software-company/awards

market leader by Gartner, Ventana, Ovum, Frost and DMG, NICE inContact supports over 275,000 contact center agents in enterprise, midmarket, government organizations and business process outsourcers (BPOs) who operate in multiple divisions, locations and global regions.

CCAAS
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