

## NICE inContact CXone UCaaS Integrations

Expert access through synchronized presence and instant engagement

NICE inContact CXone UCaaS Integrations are pre-built adapters connecting the contact center to leading UC tools, facilitating expert access through synchronized presence and instant engagement, bringing together the two platforms in a unified agent interface, connecting your agent workforce in minutes with Microsoft, RingCentral, Zoom, LogMeIn, Atos and more. Drive cross-functional productivity, agent satisfaction and improved KPIs such as First Call Resolution and Average Hold time through instant engagement using both tools in a single agent interface. Intelligent contact routing ensures agents collaborating internally through UC show unavailable for contact handling, resulting in reduced average hold time and improved CSAT.

### UCaaS & CCaaS integration done right

A single, integrated agent view for handling calls and communicating within the entire organization.

- Prebuilt adapters that seamlessly integrate leading UC tools from RingCentral, Zoom, Microsoft Teams, Atos, Fuze and LogMeIn with the CXone MAX interface.
- Access the contact center agent desktop, video, softphone, collaboration, chat, employee information and file management from a single agent view
- Presence Sync reflects an agent's status on the UC tool to the agent interface and vice versa
- Address Book and Directory Sync with presence awareness automatically updates new and expired user information across the entire organization

### BENEFITS

- Get up-to-date presence information on anyone across the organization from within the contact center agent interface
- Concurrent agent state on UC and contact center platforms prevents conflicting calls and ensures routing to available agents
- Quickly connect with knowledge workers for assistance outside of the normal resolution flow
- One login for all tools and interfaces, creating seamless agent experience
- Simplify the UCaaS/CCaaS puzzle through simple licensing, scalability, and low capital expenditure

### Prebuilt adapters available for leading UCaaS providers



#### Want to learn more?

Visit [www.niceincontact.com/call-center-software/ucaas-integrations](http://www.niceincontact.com/call-center-software/ucaas-integrations)

#### Want to talk to one of our specialists?

Call 1-866-965-7227

#### Want a quote?

Go to [get.niceincontact.com/get-quote](http://get.niceincontact.com/get-quote)

## The entire organization, reachable with 1 click

Resolve increasingly complex customer interactions by using single-click call, chat and email to reach anyone in the organization

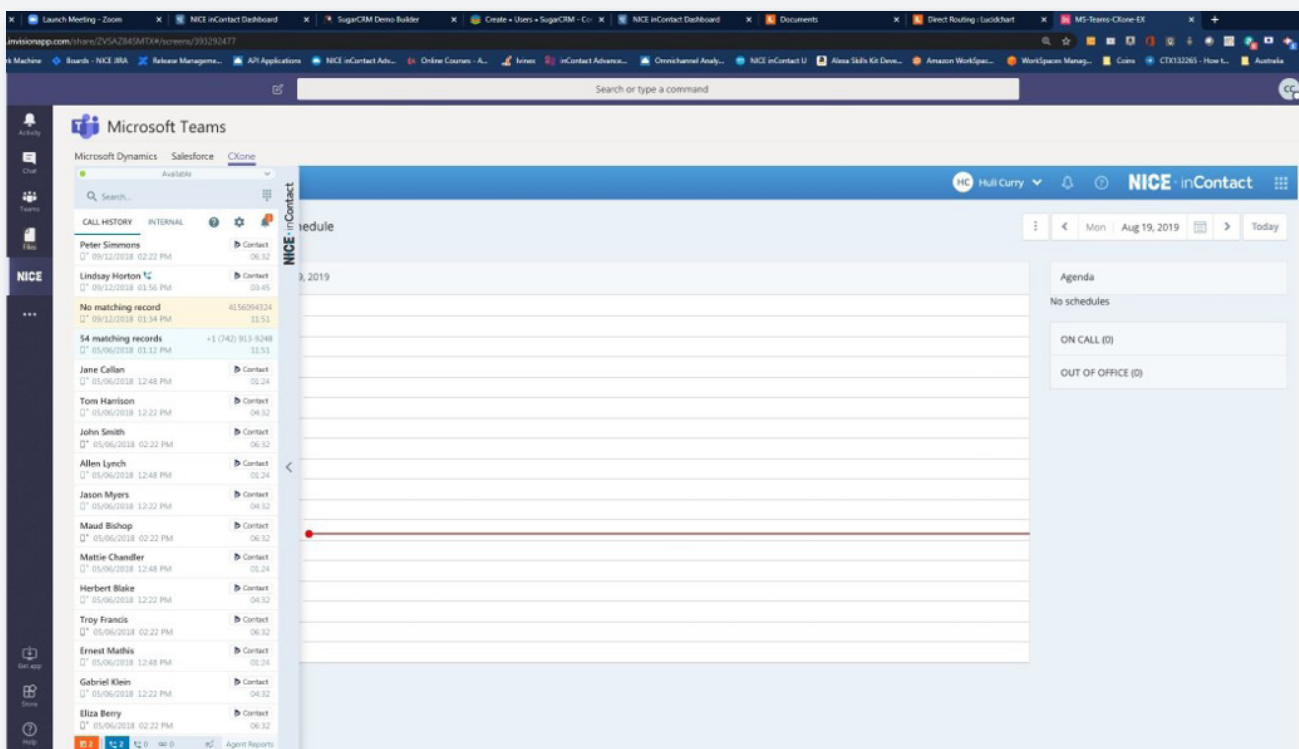
- Easy click-to-dial functions support warm hand-offs to SMEs
- Access to a one-click, intelligent directory of your organization within a single agent interface
- Reduce administration associated with utilizing external SMEs as contact center resources
- Higher First Contact Resolution rates that minimizes failed transfers and consult attempts with unavailable resources outside the contact center

## We pre-build, so you don't have to

Use a pre-built solution, reducing costs involved in building a custom integration, as well as speeding up time to deployment

- Reduce IT costs with a pre-built, well tested solution that is ready to deploy today
- Maintain a familiar cloud environment using the same tools, only integrated seamlessly together
- Leverage investments made in UC technology from leading providers
- Flexibility and scalability needed to meet your changing contact center requirements

## Unified Agent View with Microsoft Teams



## About NICE inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.