



Open Cloud Foundation

Innovate faster than ever

Cloud native. Customer native. Just like you.

Like most enterprises today, you need a contact centre platform that can scale securely, deploy quickly, and help you give your global customers the great experience they deserve with every interaction. All built in the cloud.

NICE inContact CXone Open Cloud Foundation is your answer. With NICE inContact, you get the industry-best published service level agreement of 99.99%, over 100 pre-built, pre-tested integrations through our CXexchange marketplace, and a network of ecosystem partners.

You even have an easy way to create your own custom integrations, using over 350 APIs, the same RESTful APIs that we use to build our own applications, and the support of an interactive developer community. Plus you can take advantage of the broadest level of certifications in the industry, including PCI Level 1, HIPAA, SOC2, SOX, FedRAMP, and others.

With NICE inContact CXone Open Cloud Foundation, you get:

- ✓ CXone pre-built integrations on CXexchange
- ✓ An extensive collection of RESTful APIs
- ✓ Access to the NICE inContact DEVone developer program



Depend upon unparalleled security, scalability and reliability

NICE inContact CXone Open Cloud Foundation helps contact centres of all sizes serve customers anywhere in the world, with the assurance of:



Certifications to provide maximum security for your data



The ability to scale up and down based on your seasonal needs



Industry leading uptime for systems and infrastructure



The NICE inContact RESTful APIs were very easy to understand and consume. Using the sample code, I was very quickly able to understand and integrate the API into our iOS application code.

Josh Wagner
Veracity Solutions

A cloud platform you can count on

Work confidently with industry-leading **reliability**

NICE inContact has the industry's best published service level agreement.

- ✓ 99.99% SLA uptime for systems and infrastructure
- ✓ High customer satisfaction and a reputation for reliability—connected calls stay connected
- ✓ Minimise lost revenue—no more system or infrastructure downtime
- ✓ Hot standby with immediate failover

Rely on the highest security & compliance certifications

NICE inContact maintains numerous industry certifications to ensure that your cloud contact centre solution provides maximum security.

- ✓ Payment Card Industry ("PCI") Level 1 and Level 2 compliant environment under the Payment Card Industry Data Security Standards ("PCI DSS"), validated by an experienced 3rd party Qualified Security Assessor ("QSA")
- ✓ NICE inContact is registered with the Information Commissioner's Office ("ICO")
- ✓ Other industry standards NICE inContact meets or exceeds security and compliance requirements with leading protocol adherence including:
 - ✓ FedRAMP
 - ✓ Information Security Registered Assessors Program (IRAP)
 - ✓ Cyber Essentials
 - ✓ General Data Protection Regulation (GDPR)
 - ✓ Service Organisation Controls 2 (SOC2)
 - ✓ Sarbanes Oxley Act (SOX)
 - ✓ Federal Communications Commission regulations regarding Customer Proprietary Network Information (CPNI)
 - ✓ Privacy Shield
 - ✓ Health Insurance Portability and Accountability Act (HIPAA /HITRUST)
 - ✓ Section 508
 - ✓ Cloud Security Alliance (CSA) STAR Level I

Customise and integrate **with ease**

Essential for an end-to-end contact centre solution, NICE inContact CXone offers continuously expanded, updated, well-documented and tested application programming interfaces (APIs), plus pre-built integrations and a wealth of partner solutions.

- ✓ The same RESTful APIs for your use that our own developers use for building our product
- ✓ Extensive, interactive documentation and support, at no additional cost through the NICE inContact DEVone developer program
- ✓ The ability to execute APIs against your own data directly from the DEVone Developer Portal
- ✓ Access to the DEVone Developer Community to share knowledge and experiences with other customers, partners and NICE inContact programmers
- ✓ Pre-built integrations such as the NICE inContact CXone Agent for Salesforce streamline CRM integration, so you can deploy solution in just hours, not days or weeks
- ✓ Seamless integrations with leading UCaaS providers enable easier, faster collaboration between contact centre agents and subject matter experts across the organisation.

Global scale, **local feel**

Connect more immediately with your customers using flexible multinational options.


- ✓ Crystal clear connections with hosted voice and data services and voice quality SLA guarantee
- ✓ Toll-free and local numbers in over 100 countries
- ✓ Flexible cloud data storage options, even long-term archiving
- ✓ The ability to deploy locations and agents anywhere on the globe and simplify language support for your contact centre environment
- ✓ Flexibility to support global service with interfaces available in ten languages (Chinese, English, French, German, Italian, Japanese, Korean, Brazilian Portuguese, Russian and Spanish) for NICE inContact CXone Agent and Central (including Reporting)
- ✓ CXone Chat interface for easy communications, which is available in all ten languages supported by the Agent interface, plus Danish, Norwegian, and Swedish

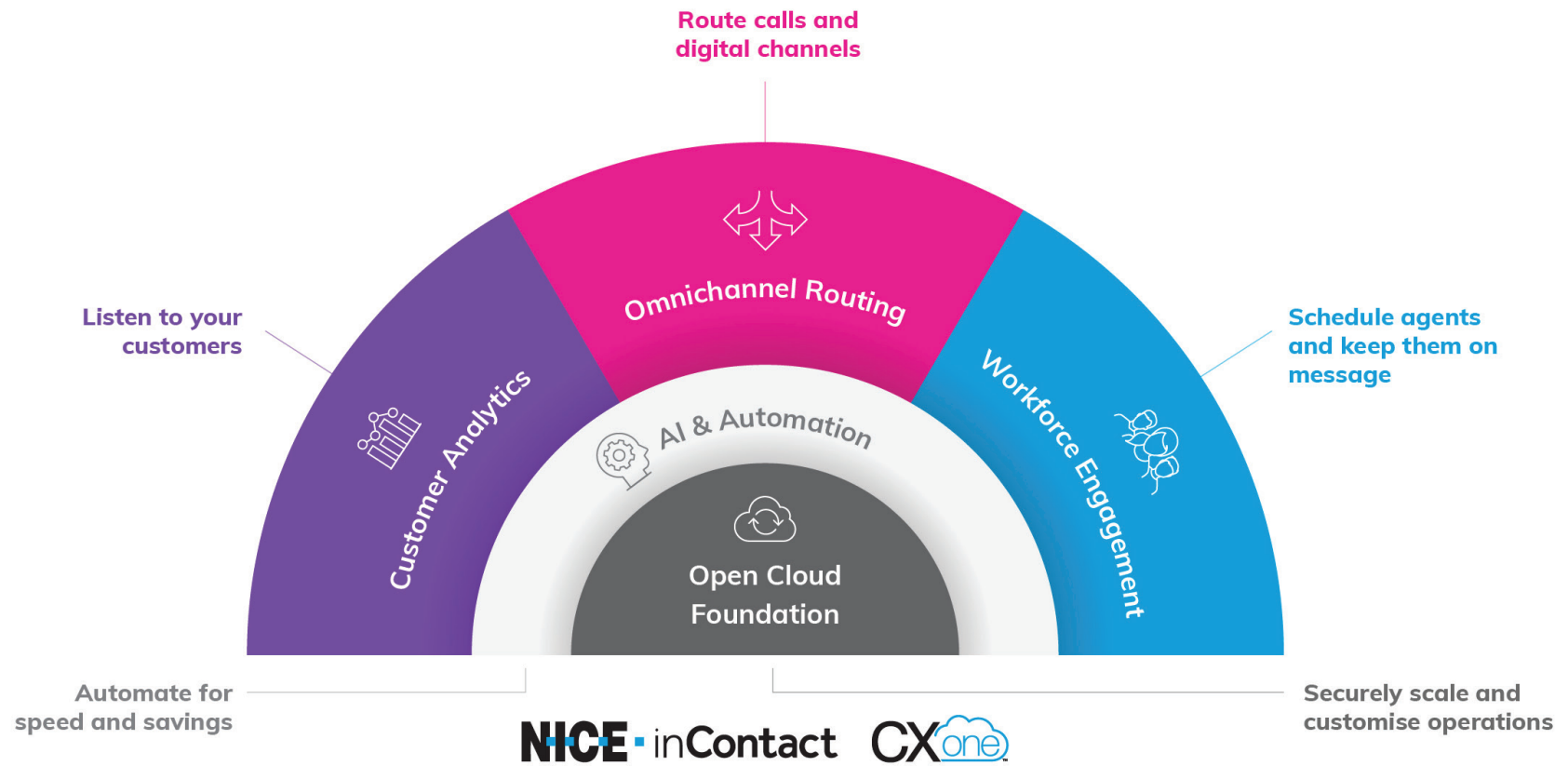


Every great experience starts in your contact centre

Be first and stay first in your industry with NICE inContact CXone, the world's #1 cloud customer experience platform. Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class Customer Analytics, Omnichannel Routing, Workforce Engagement, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. With CXone, moving faster and working smarter becomes your first advantage.

Only CXone delivers one unified experience, on one cloud native platform, along one proven path—all from one leader.





one experience | one cloud | one destination | one step ahead

About NICE inContact

NICE inContact works with organisations 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.

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NICE inContact