# NICE

CXone OPEN CLOUD FOUNDATION
Innovate faster than ever

Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com
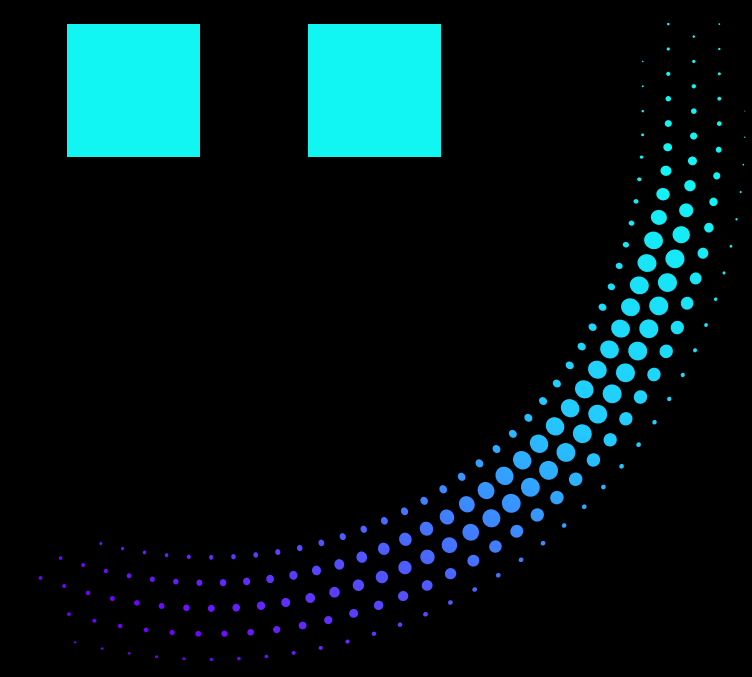
Cloud native.
Customer native.
JUST LIKE YOU.

Like most enterprises today, you need a contact center 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 CXone Open Cloud Foundation is your answer. With NICE CXone, you get the industry-best published service level agreement of 99.99%, over 150 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 400 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 CXone Open Cloud Foundation, you get:

- CXone pre-built integrations on CXexchange
- An extensive collection of RESTful APIs
- Access to the NICE CXone DEVone developer program
- Public Cloud platform choice with global footprint
- Accelerated innovation with snap-in framework for third party applications & integrations

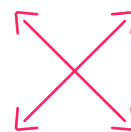# Depend upon unparalleled **security, scalability** and **reliability**

NICE CXone Open Cloud Foundation helps contact centers 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 CXone RESTful APIs were very easy to understand and consume. Using the sample code, I was very quickly able to understand and integrate the API

Josh Wagner
Veracity Solutions

A CLOUD PLATFORM YOU CAN COUNT ON

Work confidently with industry-leading reliability

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

- 99.99% SLA uptime for systems and infrastructure
- The only CCaaS provider with a 4.0 MOS SLA - guaranteed
- High customer satisfaction and a reputation for reliability—connected calls stay connected
- Minimize lost revenue—no more system or infrastructure downtime
- Hot standby with immediate failover

Rely on the highest security & compliance certifications

NICE CXone maintains numerous industry certifications to ensure that your cloud contact center 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 CXone is registered with the Information Commissioner's Office ("ICO")
- Other industry standards NICE CXone 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 Organization Controls 2 (SOC2)
  - Sarbanes Oxley Act (SOX)
  - Federal Communications Commission regulations regarding Customer Proprietary Network Information (CPNI)
  - Health Insurance Portability and Accountability Act (HIPAA /HITRUST)
  - Section 508
  - Cloud Security Alliance (CSA) STAR Level I

Customize and integrate with ease

Essential for an end-to-end contact center solution, NICE 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 CXone 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 CXone programmers
- Pre-built integrations such as the NICE 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 center agents and subject matter experts across the organization.
- Flexible frameworks that provide the ability to bring in preferred 3rd party capabilities such as AI bots from Google, Amazon, and MSFT

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 130 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 center environment
- Flexibility to support global service with interfaces available in eleven languages (Chinese, English, French, German, Italian, Japanese, Dutch, Korean, Brazilian Portuguese, Russian and Spanish) for NICE CXone Agent and Admin portal (including Reporting)
- CXone Chat interface for easy communications, which is available in all ten languages supported by the Agent interface, plus Danish, Norwegian, Swedish and Chinese Simplified
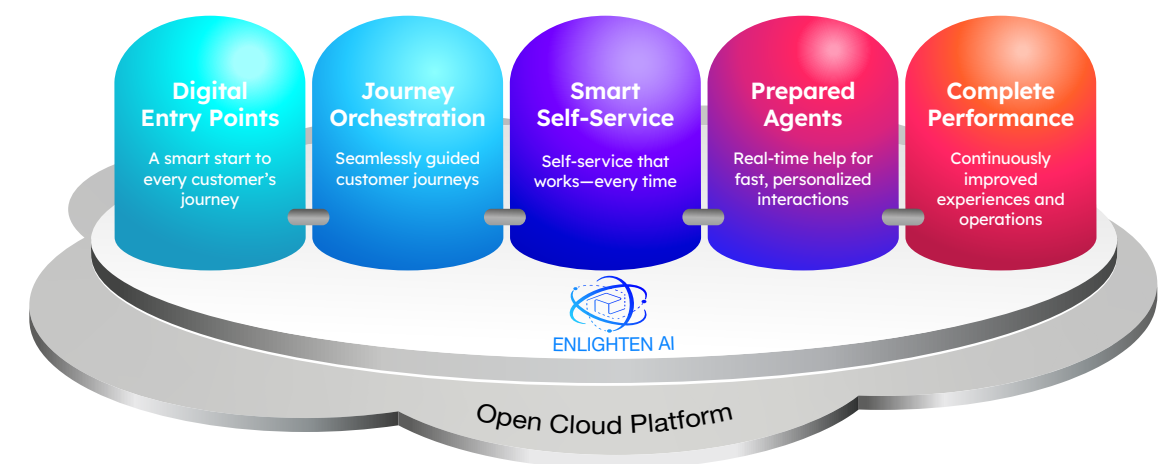
EVERY GREAT EXPERIENCE STARTS IN YOUR CONTACT CENTER
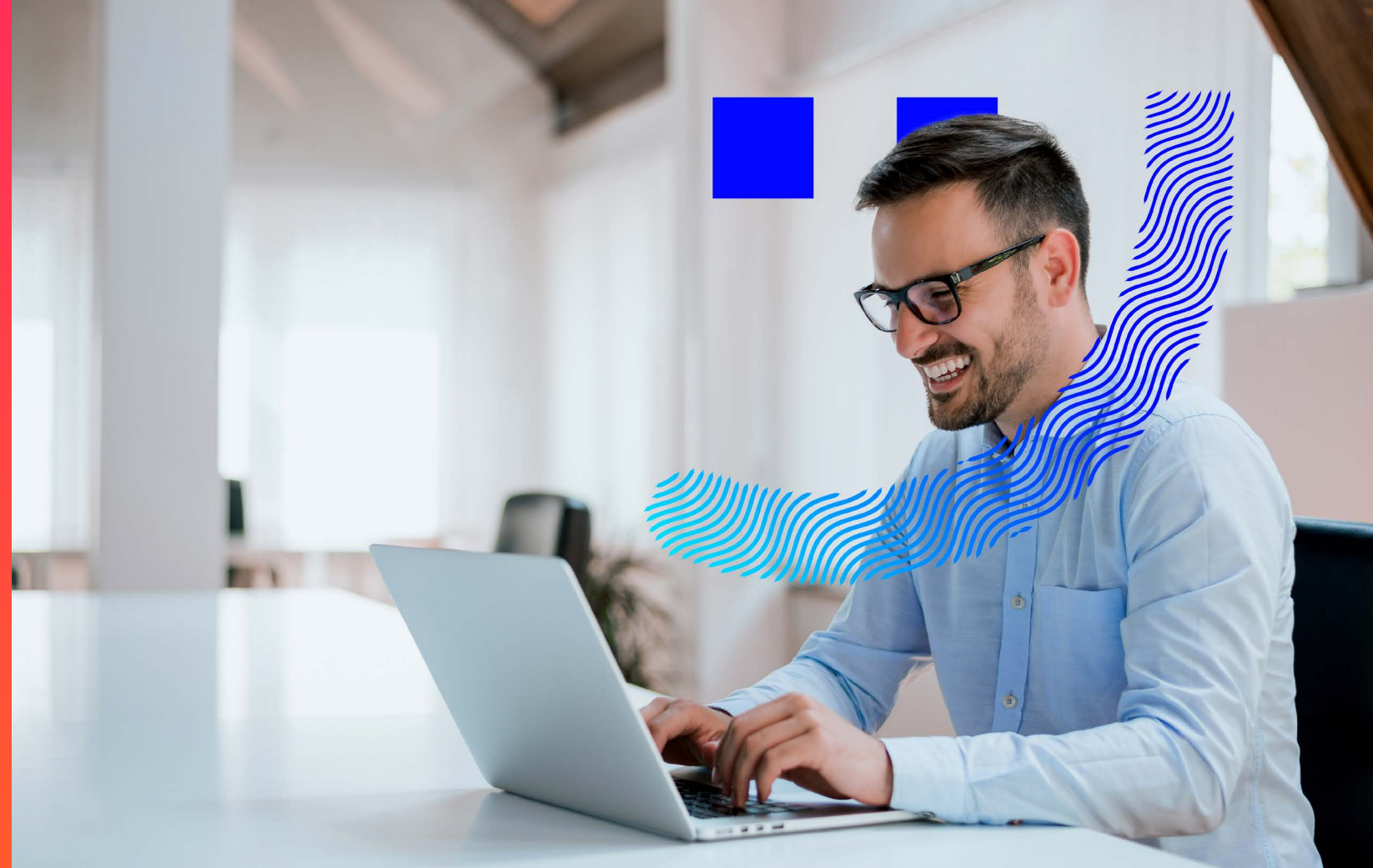
Be first and stay first in your industry with NICE CXone, the world's #1 cloud customer experience platform. Now you can power expectation-defying experiences for your customers and employees using the first and only platform that unifies best-in-class Customer Analytics, Omnichannel Routing, Workforce 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.

NICE · CXone

Digital Entry Points	Journey Orchestration	Smart Self-Service	Prepared Agents	Complete Performance
A smart start to every customer's journey	Seamlessly guided customer journeys	Self-service that works—every time	Real-time help for fast, personalized interactions	Continuously improved experiences and operations

ENLIGHTEN AI

Open Cloud Platform

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