Voice as a Service (VaaS)

Voice and connectivity services tailored to your unique needs

NICE CXone Voice as a Service (VaaS) is a contact center connectivity suite delivering quality optimized cloud voice and data services that enable quality connections between agents and customers, while allowing organizations to save money through a low latency, optimized, least-cost routing mix on a global scale. Customers can access global, carrier-grade, cloud-integrated voice services in more than 200 countries with confidence, backed by a guaranteed money-back SLA based on Mean Opinion Score, all designed to save contact center operators money by employing lowest cost call routing and enhanced failover capabilities to drive a superior customer experience.

A TRUE ALL-IN-ONE CLOUD CONNECTIVITY PROVIDER

IT teams are overwhelmed with enterprise voice, often self-managing multiple vendor contracts, connectivity options and "last-mile" connectivity issues. CXone Voice as a Service integrates software, infrastructure and telephony into a single harmonic solution that connects agents and customers through high quality voice, leveraging a team of voice experts to create custom routing and connectivity solutions.

- Streamline operations with a single, open channel of communication, reporting system, contract, and partner.
- Customized plans to ensure that you have the most cost-effective connectivity strategy to meet your needs.
- Ensure quick setup and easy changes with rapid deployment and maintenance through a pre-integrated carrier network.
- Fully redundant active/active topology geographic redundancy provides 99.99% platform availability across regions with no loss of voice calls during failover.

CONNECT CLEARLY EVERY TIME

Poor voice quality is one of quickest ways to negatively impact the customer experience. CXone Voice as a Service offers carrier-grade voice quality that you can monitor in-house with a money back guaranteed SLA based on a Mean Opinion Score (MOS) of 4.0 and above with an average of 4.3. Use our Voice Quality Metrics monitoring to ensure:

- Full visibility into voice quality issues that can be segmented by business unit, site, team, agent, etc.
- Ability to identify and react to issues on the remote agent side with agent level data such as line type, Internet Service Provider (ISP), location, Round-Trip Time (RTT), bit rate and more.
- Active monitoring based on industry-leading indicators and methodologies (e.g. MOS/PESQ/ PEAQ) ensure reliable carrier-grade voice quality.

LOCAL PRESENCE, GLOBAL REACH

Through a robust routing mix of Internet Service Providers, CXone VaaS ensures call quality and connectivity nearly anywhere. Points of Presence (POPs) networked globally ensure that calls don't have to traverse multiple continents and risk degradation, so teams can connect in-region with carrier-grade clarity around the world.

- Global toll-free services provide country specific numbers in 100+ countries.
- A robust mix of ISPs and network options saves contact centers money on long distance rates.
- Follow-the-sun routing connects customers in the same region as your agents.
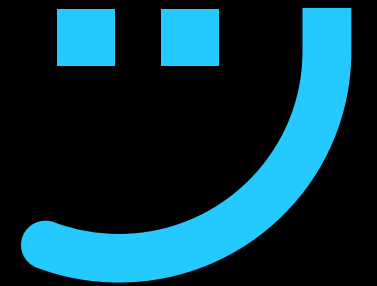
Learn more

Talk to a specialist
1-866-965-7227

Contact us

BENEFITS

- Improved customer experience with consistent high quality voice calls for contact centers of all sizes.
- Reduction in dropped calls or abandons due to poor voice quality.
- Connect customers locally all across the globe using country specific toll-free numbers and follow-the-sun routing.
- Identify and correct voice quality issues quickly with real-time monitoring of voice quality metrics across contact center and remote agents.
- Reduce communications expenditures by working with NICE CXone versus multiple partners/carriers.

Voice Quality Metrics
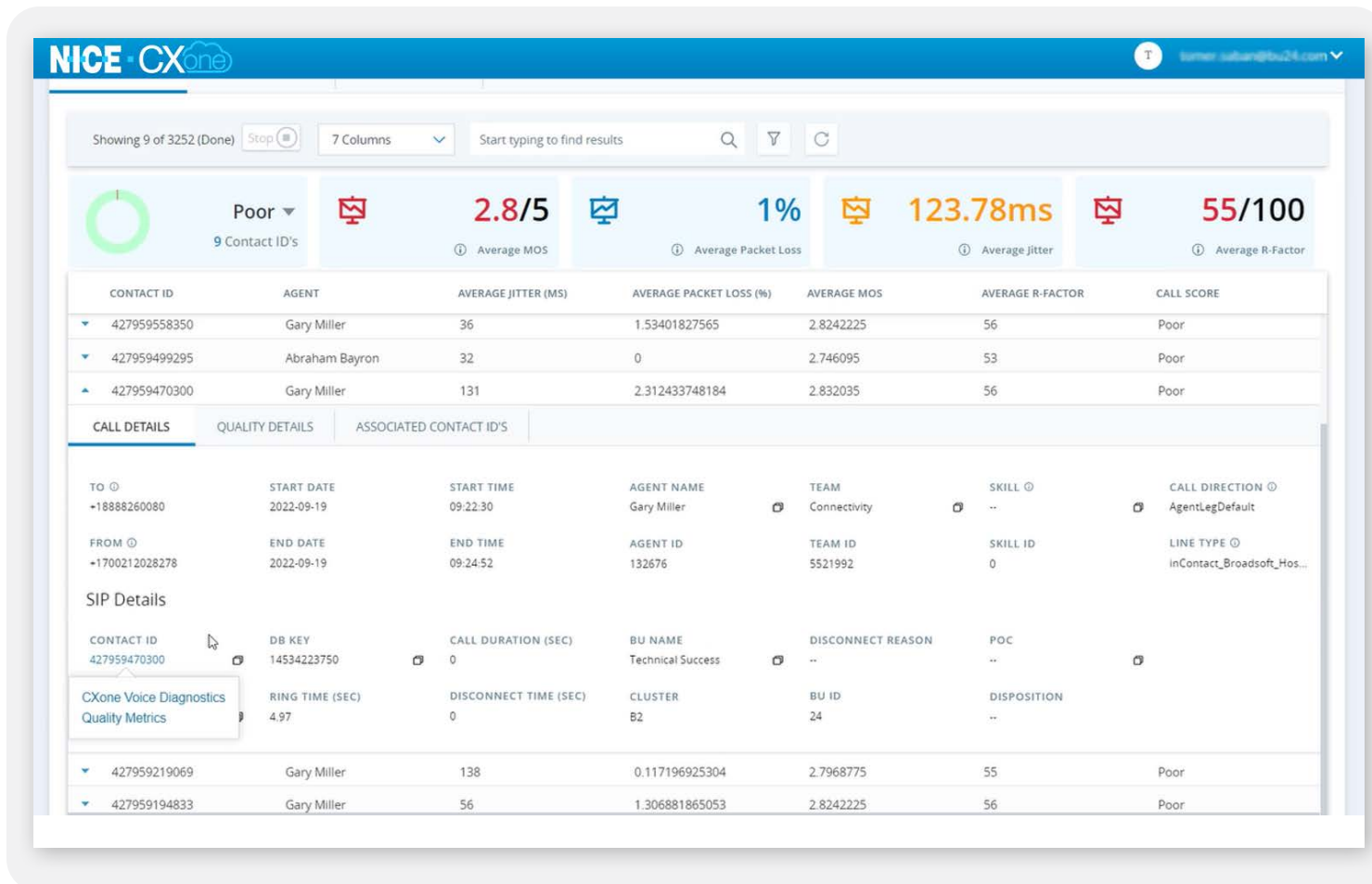
Full visibility into voice quality for fast identification and resolution of issues.

A DEDICATED VOICE CONNECTION TO YOUR CUSTOMERS

Don't let the public Internet deter call quality and negatively affect customers experience. By using one of multiple dedicated connection options via private network, CXone can help prevent dropped or abandoned calls due to voice quality issues.

- Superior call quality through an ever-expanding routing mix of ISPs means your call often stays off the public internet
- Dedicated network connections rather than reliance on traditional VoIP over the public internet, for customers of all sizes
- Better customer service KPIs as a result of fewer dropped calls or abandons due to frustration over call quality

SIMPLE PROVISIONING, STREAM-LINED MANAGEMENT

Ease the process of provisioning and managing telephony services, allowing contact center management to focus on strategic, revenue-generating initiatives. With a single vendor approach to voice and contact center, companies can access a single point of contact for support and save thousands monthly bypassing third-party system integrators.

- Easy porting of numbers, provisioning services and ensuring compatibility
- Streamline support processes with single vendor for voice and contact center questions
- One vendor for telecom and contact center infrastructure with a single support number

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.

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NICE
Make experiences *flow*