

# CXone Mobile Software Development Kit (SDK)

Create a rich, compelling, and useful experience for mobile app users.



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With smartphone adoption on the rise, many businesses rely on their enterprise mobile application as a primary digital touchpoint for their customers.

NICE makes it easy for businesses to enrich the in-app experience and drive engagement across the entire customer journey—from acquisition and upsell to care and support.

CXone Mobile Software Development Kits for iOS and Android are high-quality, well-written SDKs that provide developers with reusable code libraries and functionalities they can use to integrate CXone capabilities—including secure chat messaging, rich media, push notifications, and more—into enterprise mobile applications.

## IMPROVED DIGITAL EXPERIENCES

Greet customers with a personalized “welcome message” or give them basic information before chatting with an agent. Use push notifications (with deep links) to let customers know there’s a message waiting for them in the app. Offer personalized, interactive chat with rich media features. Asynchronous chat lets customers respond on their mobile device when it’s convenient for them, just like they chat with their family and friends.

## EASY TO USE

Development teams can save time and effort with functionalities that don’t need to be created from scratch, allowing them to focus on improving usability and UI customization. UI is fully in your hands, so that it fits with the overall feel of the application. This saves you a lot of development capacity. We always support at least two versions of the SDK, but we recommend always using the latest version with the newest features.

## SECURE MOBILE COMMUNICATION

Mobile SDK provides a secure method of communication (everything is encrypted) for discussing sensitive topics inside of their native app. Simplify authentication with secure login capabilities unifying customer authentication based on OAuth.

CXone manages in-app chats the same as other customer interactions on the platform, with common contact routing, agent experience, interaction recording, QM, and analytics.

## BENEFITS

- Improve digital CX with secure, encrypted chat messaging for your customers
- Boost engagement across the entire customer journey
- Powerful customization capabilities: Offer personalized experiences to boost conversions
- Integration Support Services accelerate implementation and ensure success
- Keep up with the ever-changing preferences of mobile app users

## KEY FEATURES

- Asynchronous chat messaging: Let mobile app users chat with agents and virtual agents
- Share any type of file your customers or agents need: Images, documents, video, and more
- Chat history: View previous chat messages and conversations
- Multi-thread: Choose whether you want to use your application as single-thread or multi-thread
- Satisfaction survey: Collect customer feedback
- Voice messages: Deliver a message using sender’s voice
- Emojis: Send basic emojis via messaging
- Pre-contact survey: Retrieve additional information from consumer before conversations begins
- Support for rich message types such as quick replies, rich links, and list pickers

## HERE'S HOW IT WORKS

▶ DEMO – real use cases

James, a customer launches his mobile banking app and authenticates himself by logging in (**oAuth**). After logging in, he checks the account balance and since he has a question about mortgage payments, he decides to contact support through the chat capability (**asynchronous chat**) that the app provides.

Once he enters the session (**single-thread**) he immediately receives an introductory message (**personalized welcome message**), "Hi James, we're glad to have you here. We are here for you 24/7, what can we help you with?". James describes his problem and sends the message (**agent connection, routing**). James sees that the agent has already joined and is in the process of replying to his question (**typing indicator / delivery mark**). James is already an authenticated user, but double authorization is required to answer his question, so the agent asks for the first page of his personal ID. Everything is secure in the channel (**encrypted communication**), so there is nothing for James to worry about. James runs the camera from the app and takes a picture of his ID, which he sends straight through the chat (**attachments**). The agent needs some time to process James' request, so he says goodbye to James and informs him that he will get back to him as soon as everything is ready. James closes the app.

After some time, James receives a new message in the notification center on his locked phone (**push notification**). Clicking on this message takes him straight (**deep linking**) to the previous chat with the agent (**history is preserved**). The agent tells James that his request has been successfully resolved and adds a link that contains a title, description, and image (**rich message - rich link**) to the company's official website where James can find out more information. James has no further questions, so he says goodbye to the Agent. At the end of the conversation, a short feedback form is displayed (**satisfaction survey**).

## Technical Requirements

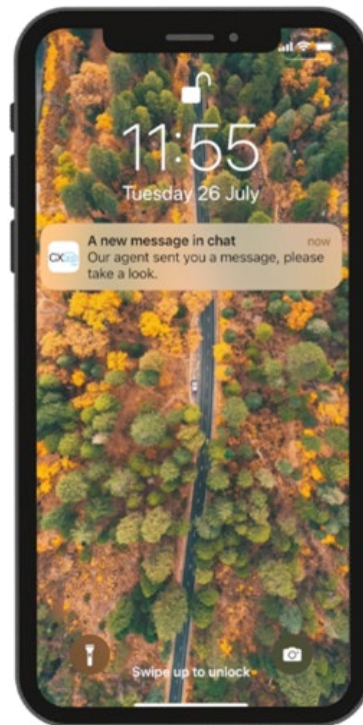
### IOS

- iOS 14 and later
- An Apple Mac computer running with Xcode downloaded, installed, and set up
- Expertise in developing in Swift
- An iPhone for testing (can only be tested in Xcode)

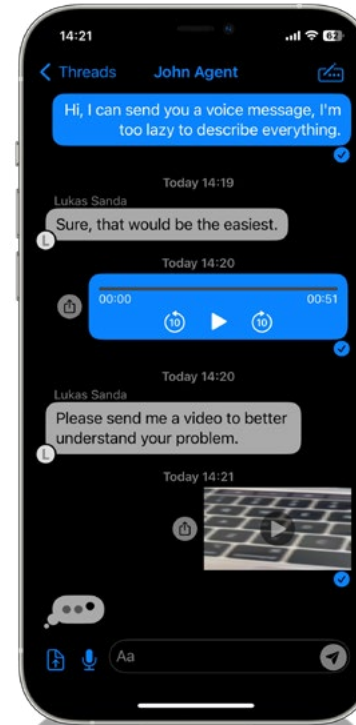
### ANDROID

- Android 6.0 (Marshmallow) and later
- A computer running with Android Studio downloaded, installed, and set up
- Minimum Android API level of 23
- Expertise developing in Kotlin
- An Android device for testing (can also be tested in Android Studio)

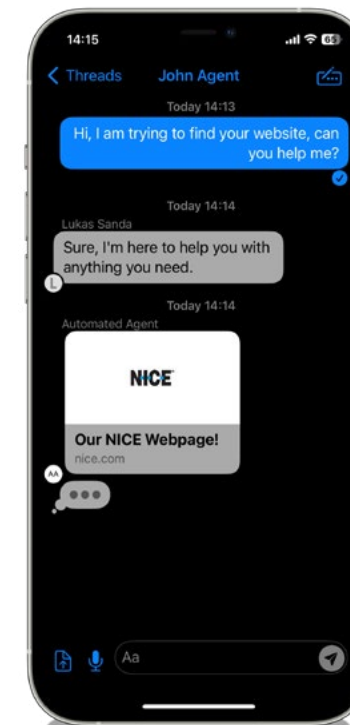
## Capabilities with CXone Mobile SDK



Push Notification



Voice message & Video attachment



Rich message - Rich link

## 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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