NICE CXone CXone and Voice as a Service: A Unified Cloud Connectivity Solution

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.

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Introduction

Telephony is critical to the success of your contact center. It's obvious, right? You understand it, your business knows it. So, the last thing you need is a cobbled-together cloud connectivity solution, using telecom services from one vendor and cloud contact center software from yet another. But without a true all-in-one solution, this is exactly what contact centers get. The result? Instead of spending more time innovating and providing a great customer experience, call center executives must manage not only multiple relationships and contracts, but also conflicting communications and multiple implementations between disparate vendors.

This doesn't have to be the case. If you want to streamline your cloud connectivity solution, eliminate complexity, and spend more time on your core mission, it's time to consider a true all-in-one cloud connectivity solution.

What is a True All-In-One Cloud Connectivity Solution?

True all-in-one connectivity to the cloud integrates a contact center's software, cloud infrastructure, and telephony from end to end, into one harmonic solution.

What are the Benefits of a True All-in-One Cloud Connectivity Solution?

A true all-in-one cloud connectivity solution meets the needs of both your customers and employees while optimizing call center operations and eliminating licensing, deployment and administrative hassles.

a. **It's streamlined and hassle-free**—one partner working for you; a single, open channel of communication, no management between multiple vendors; one reporting system, one contract, and one partner to hold accountable.

b. **It's transparent**—one partner that sees and understands the nuances of your unique telecom solution and its integration with your cloud contact center; one partner with a clear view of your architecture and your desired business outcomes.

c. **It offers convenience and responsiveness**—one partner that listens and is responsive to requests.

d. **It provides rapid deployment and maintenance**—one partner with a carrier network that's pre-integrated and ready to implement, who can get you up and running and make changes quickly, without lengthy set up and back and forth between different vendors.

e. **It's flexible**—one partner that can combine a broad range of telephony options and accommodate virtually any type of connectivity model with any PBX system.

f. **It's objective**—rely on one partner, motivated to find what works best for you rather than promote a particular type of connectivity. One relationship means one partner fully invested in your success.

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How Do Most Cloud Providers Address Telephony?

Most cloud contact center software providers simply cannot provide and integrate a broad range of telephony solutions, nor do they have the expertise to do so. In most cases, contact center executives must bring in multiple vendors to meet telephony cloud connectivity needs. In this scenario, contact center executives serve as the go-between for software and telephony vendors. Not only must they manage multiple contracts and reporting systems, they also act as a conduit between vendors from different worlds.

Each vendor has an incomplete understanding of the other's technologies, which were not designed upfront to be compatible with one another. Furthermore, each vendor has a less-than-transparent view into the other's technology. Communication issues between cloud and telephony vendors are common, as vendors struggle to understand each other and force their solutions to fit together. The result? Contact center executives must work twice as hard with twice (or more) the number of vendors. It creates delay, uncertainty, and time-wasting discussions. Even simple call routing can become difficult—and that's just the beginning. It can only get more complex if and when problems arise and changes are needed. Two vendors means two contracts, two invoices and two support teams—an ongoing complication.

A Word on Implementation

Working with multiple vendors may result in some headaches, especially when it comes to implementation. Since each provider is focused on their own area of expertise, they are not familiar with each other's technology. Alignment must be established between the two vendors prior to building, connecting, and deploying a solution. Each vendor will have separate checklists for compatibility and performance testing and each phase of implementation must be coordinated and managed between the two vendors. In contrast, NICE CXone designed its telephony and contact center cloud software platform to work together. NICE CXone employees operate as one, integrated team throughout the implementation process, from alignment to building, connecting, and deploying a solution. Our methodology identifies clear roles, responsibilities, activities and deliverables for each phase, and we use one, comprehensive go-live readiness checklist.

The NICE CXone implementation team:

- Communicates frequently and candidly, without making assumptions

- Has in-depth knowledge of both telephony and cloud contact center software technology

- Provides comprehensive disaster recovery options

- Is accountable, responsive, and has access to the NICE CXone pool of subject matter experts

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Case Study: The World's Largest Genealogical Library Connects & Unifies Its Global Workforce

The world's largest genealogical library needed a unified call center connectivity solution for its international workforce of 1,500 agents. After learning that other vendors could not support its distributed at-home agents, nor provide the international toll-free numbers it required, the organization came to NICE CXone.

The organization's goals included:

- Unifying a geographically dispersed workforce, including nearly 1,000 part-time volunteers worldwide

- Establishing global connectivity, enabling customers to reach agents via international toll-free numbers

- Effectively routing calls to the right agent with the right language skill, in the right country

- Establishing 24/7/365 operations

- Improving the quality of customer service

- The NICE CXone Solution unified the organization's international workforce. Its true all-in-one connectivity solution seamlessly integrated global telephony with the cloud contact center infrastructure and software.

The solution:

- Erased borders and distances, completing calls regardless of where they originated and where they needed to be routed

- Provided and seamlessly routed over 100 international toll-free numbers

- Expanded the organization's international reach

- Enabled first-call resolution by routing calls to the right agent with the right skillset

- Established 24/7/365 global operations

- Delivered a complete solution from a single vendor to unify the global workforce and provide a better customer experience

What's the Best Way to Address Telephony?

It is possible for a single vendor-partner to integrate and manage a full range of telephony options in combination with the world's #1 cloud contact center solution. NICE CXone is the only provider to combine cloud software with an enterprise-class telecommunications network. The result? A true end-to-end, all-in-one cloud contact center solution from one industry leader.

"NICE CXone has its own phone company. It owns its network. It has redundancy. It has way more telephony experience than other hosted solution. **It has massive infrastructure and resources to support and sustain it all.**"

MARION TIMPSON
CO-FOUNDER AND CHIEF PERFORMANCE OFFICER
PLUSONE COMPANY

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NICE CXone's Cloud Contact Center Connectivity Solution

A true all-in-one solution—includes telephony, software, and network services in a scalable, reliable, modern cloud architecture, all managed by NICE CXone.

End-to-end connectivity—NICE CXone integrates security and quality at every telephony and IP connectivity touchpoint.

Carrier-grade connectivity—NICE CXone offers extensive telephony options including global inbound numbers, dedicated ISDN, PSTN, VOIP, MPLS, SDN and SIP Trunking in any combination.

Broad international coverage—agents may be located all over the world; follow-the-sun routing; multiple POPs to reduce call latency and increase voice quality.

Guaranteed reliability—proactive diagnostic tools and extensive telephony expertise ensure 99.99% uptime with the industry's only voice SLA.

Pre-integrated technology—NICE CXone's carrier network (Voice as a Service) and cloud software solution (CXone) were built with one another in mind and optimized to work together from the start. Technologies are compatible, use the same protocols, and are ready to implement at the same time by the same team.

Redundancy and resiliency—NICE CXone's network includes redundant fiber links, edge and core routers, firewalls and VoIP hardware; multiple ISP and diverse local and toll-free carrier routes; and multiple mirrored server centers that function as both primary and backup locations so that call flows continue uninterrupted if there's a problem.

Business continuity and disaster recovery—NICE CXone Voice as a Service provides a documented disaster recovery plan to ensure business continuity. Redundancy includes servers, power systems, communication ports, databases, and other key components. The system is distributed and mirrored across multiple sites, in multiple regions and multiple availability zones with active/active topology.

Expertise in telecom and cloud technologies—NICE CXone speaks the language of both telecom and cloud contact center technology. Our experts know how to seamlessly integrate the technologies and have experience implementing telecom solutions while also serving telecom customers. NICE CXone has in-depth expertise in cloud technology, as the recognized cloud contact center software leader. Our own employees manage our complete and robust network infrastructure and architecture.

"NICE CXone has actually been able to get us toll-free numbers from countries that no one else could, which is great because we can increase the number of calls we are getting."

ARTHUR NETTLESHIP
WORKFORCE MANAGER PATRON SERVICES
FAMILYSEARCH

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NICE CXone's
Geographic Coverage

Strategically placed International POPs provide carrier-grade connectivity options as calls remain in region. Without this global technology, other providers must transport calls back to the U.S. for processing.

NICE CXone can provide numbers in over 100 countries.

- International local numbers—This service provides inbound calling from locations outside the United States to the NICE CXone Voice as a Service platform via a SIP connection.

- Global toll-free numbers—The NICE CXone Global Toll-Free Services product provides you with country specific toll-free numbers in 100+ countries.

Los Angeles
Dallas
Frankfurt
Munich
Hong Kong
Singapore

NICE CXone
Cloud Super Site

NICE CXone
Voice POP
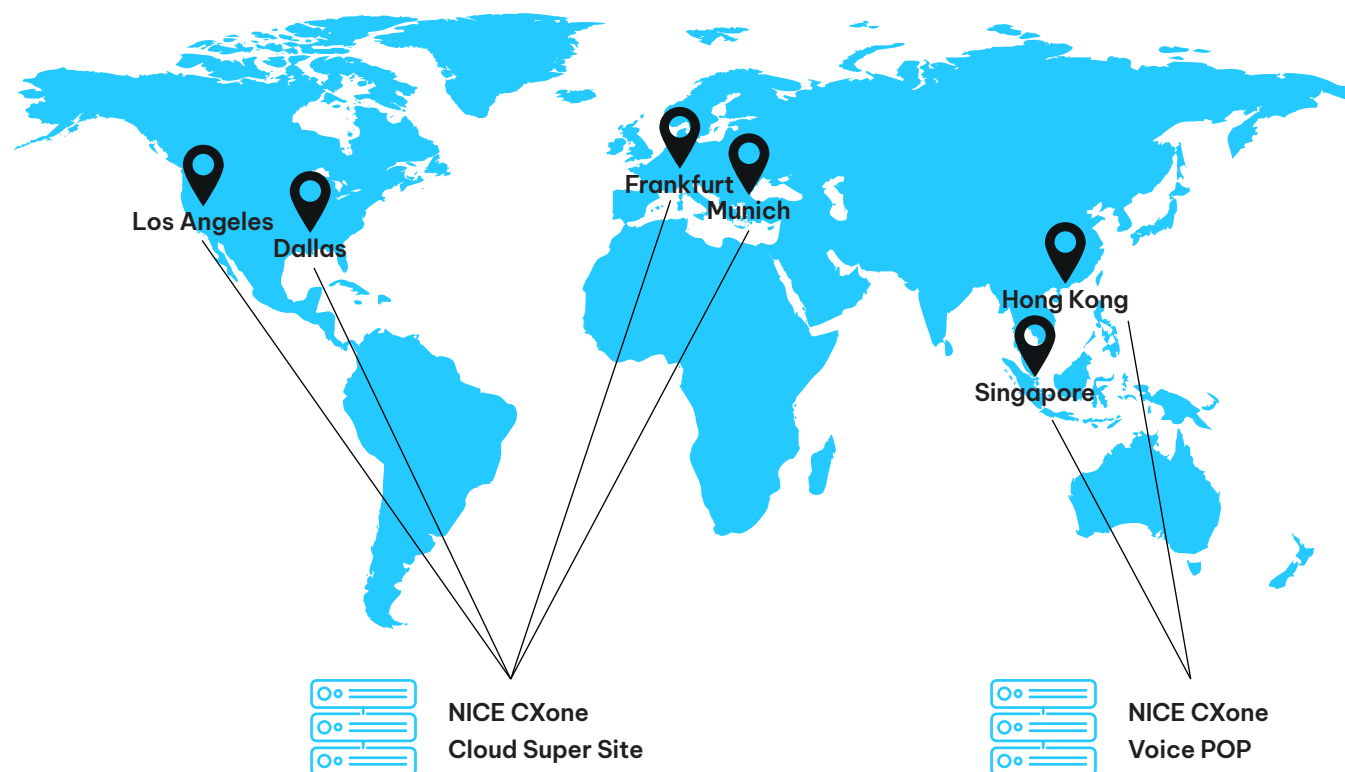
All-In-One Cloud Connectivity,
Integrated with the World's #1
Cloud Contact Center Platform

A true all-in-one cloud connectivity solution is a pre-integrated, end-to-end solution provided and managed by a single vendor.

NICE CXone's Voice as a Service solution provides:

- Global Telecom Infrastructure

- Enterprise-class global carrier

- Full range of telephony options Including: ISDN PRI, PSTN, VOIP, MPLS, and SIP trunking in any combination

- Switching and routing

- Global geographical & toll-free numbers

- Secure, reliable, redundant network & platform

- International data centers, and 24x7 NOCs

- Guaranteed carrier-grade Mean Opinion Score

- Trust Office with open access for all customers

- Built-in integration with NICE CXone CXone--the world's #1 customer experience platform

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Case Study: Global Travel Company Seeks Greater Operational Efficiency and Improved Customer Service

A global travel company operating multiple contact centers worldwide, which were supported by different telephony and software vendors, approached NICE CXone for an all-in-one connectivity solution. A fully unified and centrally managed cloud solution was required. The company's goals included:

- Improving the customer service experience while optimizing operations
- Establishing a centrally managed and fully integrated connectivity solution
- Improving quality of service in 30 countries around the globe
- Implementing a "follow-the-sun" routing capability (no transfer tracking was in place)
- Establishing connectivity where the legacy telecom provider could not
- Integrating and improving reporting capabilities

The Solution:

NICE CXone was selected based on its unique capabilities to provide a fully integrated and unified solution designed to work together, globally. This custom solution included:

- True all-in-one connectivity solution, implemented and managed by inContact employees
- Global telephony
- Cloud infrastructure
- Cloud contact center software
- Pre-integrated telephony and cloud connectivity platform
- Centrally managed and fully integrated solution with:
- Global voice connectivity via multiple signaling and transport options.
- Follow-the-sun routing capability
- 7/24/365 NOC operations
- Robust monitoring and reporting
- Domestic toll-free, local, international toll-tree, and international local numbers
- Hosted VoIP
- Carrier-grade MOS score and 99.99% guaranteed uptime

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Contact center executives don't need the hassle of managing multiple vendors in order to connect to the cloud. There's no reason to be a go-between when you can focus on what you do best — delivering superior customer experience, maximizing contact center performance, and growing your business. Build tomorrow's contact center today with a true all-in-one cloud connectivity solution. Simplify operations while staying on the leading edge. Consider NICE CXone, the only provider able to fully integrate your contact center infrastructure and telecom into an end-to-end, true all-in-one cloud connectivity solution. At NICE CXone, we built a true all-in-one cloud contact center solution from the ground up. We're the leader in cloud contact center software and we've provided telecom solutions for over a decade. Our global telecom infrastructure, our secure international data centers, and our software are all staffed and supported by NICE CXone employees. We're focused on your success and ensure quality at every point in the contact center experience — from your customer to your contact center and everything in between.

Additional Information

- Get a customized assessment of your contact center to help optimize performance
- Learn more about security, reliability, and performance in the cloud: NICE CXone Trust Office
- Modernize Your Contact Center How to Move to the Cloud with Confidence
- Follow @inContact on Twitter

Transforming One-on-One Experiences in the Contact Center

NICE CXone, the world's #1 cloud customer experience platform, helps organizations be first in their industry by powering exceptional experiences for customers and employees. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Engagement, Automation and Artificial Intelligence—all built on an Open Cloud Foundation. CXone helps organizations of all sizes be first and stay first, empowering your teams to move faster and work smarter. Be the first choice of customers, first to innovate, first choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.

Customer Analytics
Listen to your customers

Omnichannel Routing
Route calls and digital channels

Workforce Engagement
Schedule agents and keep them on message

AI & Automation
Automate for speed and savings

Open Cloud Foundation
Security scale and customize operations

ENLIGHTEN AI

Open Cloud Platform

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