UCaaS integrations

Connect UC tools seamlessly with unified agent interfaces

NiCE CXone Mpower UCaaS Integrations provide prebuilt adapters that connect contact centers to leading UC tools including Microsoft, RingCentral, Zoom, LogMeIn, and Unify. These integrations create unified agent interfaces with synchronized presence and instant engagement capabilities.

The solution drives cross-functional productivity and agent satisfaction while improving key performance indicators such as First Call Resolution and Average Hold Time. Intelligent contact routing automatically shows agents as unavailable for contact handling when collaborating internally through UC tools, reducing average hold time and improving customer satisfaction scores through seamless collaboration workflows.

UCaaS & CCaaS integration done right

A single, integrated agent view for handling calls and communicating within the entire organization.

- Prebuilt adapters that seamlessly integrate leading UC tools from RingCentral, Zoom, Microsoft Teams, Unify, Fuze and LogMeIn with the CXone Mpower Agent interface
- Access the contact center agent desktop, video, softphone, collaboration, chat, employee information and file management from a single agent view
- Presence Sync reflects an agent's status on the UC tool to the agent interface and vice versa
- Address Book and Directory Sync with presence awareness automatically updates new and expired user information across the entire organization

The entire organization, reachable with one click

Resolve increasingly complex customer interactions by using single-click call, chat and email to reach anyone in the organization.

- Easy click-to-dial functions support warm handoffs to SMEs
- Access to a one-click, intelligent directory of your organization within a single agent interface
- Reduce administration associated with utilizing external SMEs as contact center resources
- Higher First Contact Resolution rates that minimizes failed transfers and consult attempts with unavailable resources outside the contact center

Benefits

- Get up-to-date presence information on anyone across the organization from within the contact center agent interface
- Concurrent agent state on UC and contact center platforms prevents conflicting calls and ensures routing to available agents
- Quickly connect with knowledge workers for assistance outside of the normal resolution flow
- One login for all tools and interfaces, creating seamless agent experience
- Simplify the UCaaS/CCaaS puzzle through simple licensing, scalability, and low capital expenditure

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Prebuilt adapters available for leading UCaaS providers

RingCentral
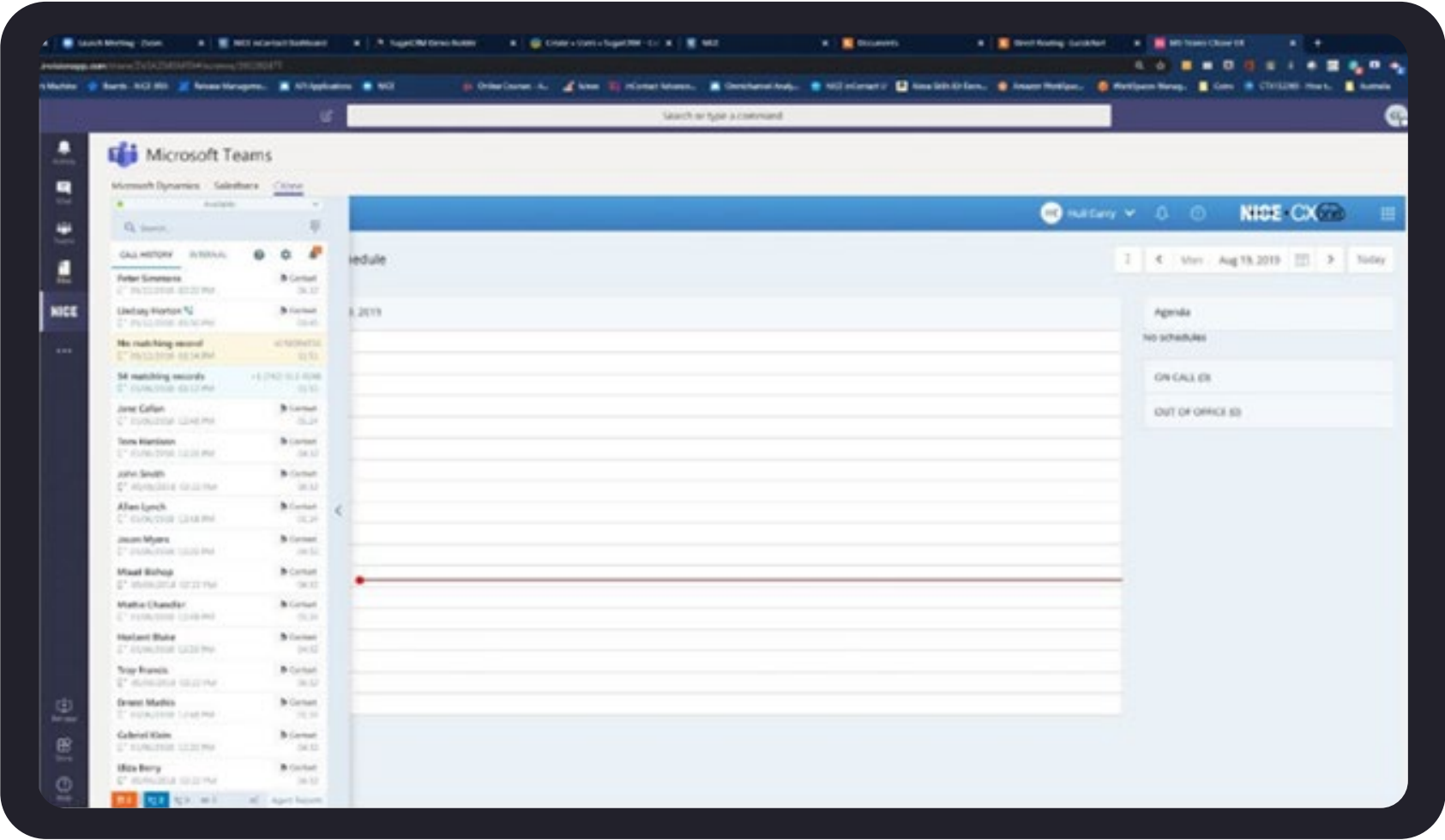
ZOOM

fuze

LogMeIn

Microsoft Teams

Unified agent view with microsoft teams

We prebuild so you don't have to

Use a prebuilt solution, reducing costs involved in building a custom integration, as well as speeding up time to deployment

- Reduce IT costs with a prebuilt, well tested solution that is ready to deploy today
- Maintain a familiar cloud environment using the same tools, only integrated seamlessly together
- Leverage investments made in UC technology from leading providers
- Flexibility and scalability needed to meet your changing contact center requirements

NiCE | CX one Mpower

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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