

COVID Vaccine Distribution

Safely reopen your economy and empower your contact center

COVID vaccines remain a top priority for federal, state, and local health agencies, with boosters emerging to find variants of the COVID-19 virus. Contact centers across the whole supply chain—from pharmaceuticals to logistics to public sector agencies and healthcare providers—serve a critical role in delivering information and the vaccine to the public.

CXone allows agents to efficiently respond to inbound inquiries about the vaccine while allowing them to proactively push information to citizens. The CXone platform provides an intuitive, quickly deployable and scalable platform for agencies that are serving on the front line in the fight against this global pandemic. CXone is already being trusted by front line agencies and healthcare providers around

the world to manage the ground swell of call volume and enable flexible work at home environments that have occurred as a result of the pandemic.

CXONE IS THE PROVEN CLOUD CONTACT CENTER PLATFORM:

- Used by leaders in government, healthcare, and pharmaceuticals
- Ranked as a market leading platform by Gartner and Forrester
- Consolidates all your contact center apps on a single platform
- Offers qualified contact center staff within your state or jurisdiction through the NICE CXone partner community

SAFE SERVICE DELIVERY

Leverage work-from-home flexibility, blended voice and digital options and ensure SLA adherence

- ACD & IVR
- Voice Recording
- Calls, Chats, SMS, Email
- Workforce Management

AGENT PERFORMANCE & COMPLIANCE

Coach and monitor remotely to ensure policy and privacy adherence

- Quality Management Analytics
- Performance Management
- Screen Recording

INTEGRATION MADE EASY

Integrate easily with all government systems for complete solution

- Pre-built Connectors for Salesforce and other CRMs
- Hundreds of open APIs



- > Learn more
- > Talk to a specialist
1-866-965-7227
- > Contact us

BENEFITS

- Fast turn-up in as few as 7 days
- Move fast to support citizens through the pandemic adding SMS and digital messaging to contact tracing efforts
- Add all the features you need to support vaccine distribution while keeping budgets in check
- Allow agents to handle more proactive outreach and inbound inquiries to respond and communicate efficiently with citizens
- Proven scale and extreme elasticity across very large government agencies and healthcare providers
- Flexible term contracts, with convenient termination
- FedRAMP, IRAP, Cybersecurity Essentials and PCI certified
- Guaranteed 99.99% uptime

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

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