CXONE FOR
CX OUTSOURCERS

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.

www.nice.com

OUTSOURCING TO CX OUTSOURCERS

With a growing emphasis on digital transformation to enhance performance, reduce costs, and gain a competitive edge, the demand for advanced digital customer experience (CX) solutions is on the upswing.

The growing focus on CX provides a window of opportunity for traditional outsourcing companies to reassess their service models and embrace a more strategic approach by transitioning into CX outsourcers (CXOs). Instead of focusing on low-profit staffing and disjointed journey interactions, successful CXOs assume greater responsibility for highly profitable customer interactions throughout the entire journey. They achieve this by carefully aligning outsourced labor with specific interactions and establishing seamless integration with clients' back-office systems to deliver enhanced customer experiences and improve overall operational efficiencies.

To thrive in this role, emerging CXOs need the right business partner to support their endeavors.

DESIGN, BUILD, AND RUN BETTER CLIENT CX

Today's best CX outsourcers are striving to design, build, and run more flexible outsourced CX solutions -- from turnkey and managed solutions to providing valuable consulting, sourcing, and training. NICE can help.

NICE, the leading provider of CX solutions, offers a comprehensive program to assist outsourcers in becoming valuable customer experience outsourcers and market partners. By partnering with NICE, CX outsourcers gain access to a wide range of unique products, services, and business terms to meet their clients' diverse customer experience needs. This includes turnkey solutions, managed services, consulting, sourcing, and implementation services.

By partnering with NICE, CX outsourcers receive an industry-leading, white-label, multi-tenant cloud CX interaction platform, along with applications, services, and APIs. Pricing is flexible and based on volume and usage, ensuring cost-effectiveness for CX outsourcers and their clients. Training, certification, support, and service levels are provided to enhance outsourcers' capabilities and expertise.

Furthermore, NICE offers marketing and re-sell incentives and agreements, enabling CX outsourcers to expand their business and increase profitability. Partnering with NICE empowers outsourcers with greater flexibility, agility, and profitability, allowing them to grow rapidly in the market. By choosing NICE as their trusted GTM partner, CX outsourcers can effectively meet the evolving demands of their clients and deliver exceptional CX solutions.

CONNECTED INTELLIGENT AND COMPLETE CX EXPERIENCES

ONE OF THE LARGEST AND MOST TRUSTED GLOBAL CX BRANDS

Leverage the reputation to open doors to untapped markets, offering businesses the chance to expand their reach, forge connections, and uncover new growth opportunities, setting the stage for global success.

MOST COMPREHENSIVE CX TECHNOLOGY

As a worldwide CXMSP partner, the global ecosystem extends partner pricing, expert support, and certifications to enhance your expertise, build turnkey solutions, and expedite service delivery.

FIRST AND ONLY GENERATIVE CX AI

Continuously transform and improve managed CX solutions faster through the utilization of cutting-edge technology.

THE ONLY TRUE “ONE-STOP” CX PARTNER

Put the most complete, secure, and globally available cloud CX services, applications, and integrations all under one pricing and support agreement and managed through one convenient strategic partner portal.

ENHANCE CLIENT EXPERIENCES THROUGH EVERY INTERACTION AND EACH ENGAGEMENT

One partnership, so many possibilities

Explore limitless opportunities with the leading global go-to-market partner who can do it all.

- Access more prospective clients by working with one of the most trusted global CX brands
- Amplify your presence in the market with NICE strategic partner co-marketing support
- Save time and accelerate client project delivery with one portal to access all NICE strategic partner services
- Deliver higher-margin managed solutions with flexible NICE strategic partner pricing
- Accelerate service delivery with NICE strategic partner support, professional services, training, and certifications
- Realize revenue growth, customer acquisition and retention, and cost containment as key outcomes
- Key Performance Indicators (KPIs) encompass speed, performance levels, quality of service, product innovation, data security and compliance, and cost

Dream, Design, Deliver

Unlock what you do best with the most innovative, comprehensive CX cloud platform.

- Deliver secure and compliant solutions worldwide that scale with demand
- Deliver true omnichannel experiences
- Harness the advanced CX services and applications of CXone to power your managed CX Services
- Deliver low-effort, high resolution self- and agent assisted services
- Provide expert interactive guidance to customers and sales and service employees
- Integrate with CRM, collaboration, and other back-office systems
- Train, incentivize and retain managed labor
- Measure and inform internal and external stakeholders on operations and client success measures
- Encompass greater client engagement, improved client acquisition and retention, enhanced CX labor utilization and retention, and simplified operations
- Business KPI's include CSAT, service levels, self-service utilization/call deflection, contact resolution rates, risk and audit compliance, and client-specific program KPI's

Operations simplified; efficiency amplified.

Use advanced AI to improve operations by transforming complex data into clear insights, automating repetitive tasks, and scaling workforce performance.

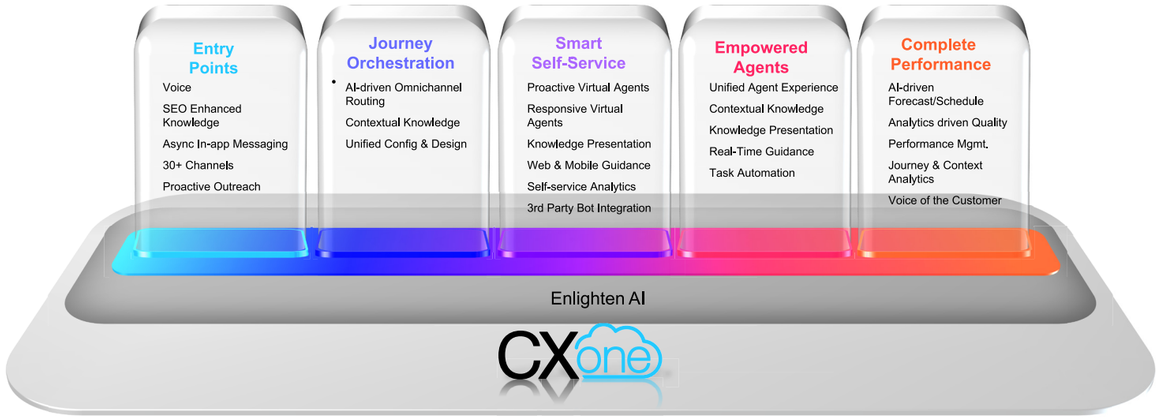
- Deeply understand your client's business by unlocking insights from its customers' behaviors
- Continuously improve performance by transforming inefficient work processes
- Automatically generate continuously improving self-serve touchpoints
- Accelerate work completion and accuracy
- Provide impactful workforce training and coaching
- Achieve improved innovation, quality, and scalability, coupled with lower operating costs resulting in higher margins and profits, along with a faster time to market
- KPI's include CSAT, conversion rates, efficiency and utilization ratios, and employee productivity

Only CXone delivers customer experience interactions (CXi): extraordinary experiences across the entire customer journey

Only CXone delivers extraordinary experiences across the entire BPO journey.

NICE CXone is a worldwide leader in AI-powered self-service and agent-assisted CX software for organizations of all sizes. Imagine the possibilities when your students are effortlessly guided to quickly resolve their needs directly on your digital properties or matched with a well-prepared agent—every time and on every channel. Plus, with predictive analytics and embedded AI, your team can resolve issues faster, personalize each experience—and forge deeper loyalty and trust with each student.

The most complete CX platform for every CXi journey.



Connected | Intelligent | Complete