CXone
MULTI-ACD

A GAME-CHANGING SOLUTION FOR TRANSITIONING TO CCAAS

NICE

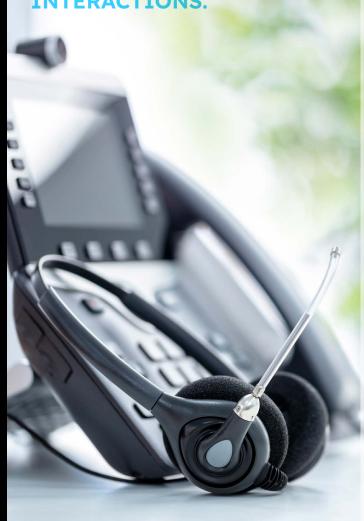**YOUR CONTACT CENTER SERVES MULTIPLE LINES OF BUSINESS, EACH WITH ITS OWN ACD.** They may be in the cloud, on-premises, or both. The time has come to move into the cloud, to adopt CCaaS technology with best-in-class WEM applications. Yet, you're worried about abandoning a trusted ACD and other applications that still serve you well. You are also concerned about the potential disruption and employee dissatisfaction that could result from an abrupt change, even when it is warranted.

CXONE WITH MULTI-ACD SUPPORT IS THE STRATEGIC SOLUTION FOR ADDRESSING THOSE ISSUES and meeting your contact center's distinctive needs as it transitions to a cloud-based infrastructure. This significant enhancement marks a pivotal step forward for organizations seeking to harness the full potential of CXone and reflects NICE's commitment to helping you achieve CX excellence and thrive in today's dynamic business landscape.

UNIFIED CONTACT CENTER MANAGEMENT

A SINGLE PLATFORM FOR MANAGING THE FULL SPECTRUM OF INTERACTIONS.

CXone's multi-ACD capability makes it more possible than ever to centralize management of the entire contact center ecosystem in one cohesive platform. It is the next advance in an adaptable, cutting-edge solution that empowers enterprises in many industries across the world.

$ Reduce costs when you transfer historical data to CXone and eliminate redundant on-prem solutions.

Gain insights from all types of interactions and throughout the entire contact center.

Standardize processes like quality management and compliance with all recorded interactions preserved on one platform.

Unify activity in the front and back offices.

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UNLIKE ANY OTHER PLATFORM

CXONE IS A COMPLETE CCAAS SOLUTION BOLSTERED BY AN EXCEPTIONAL WEM SUITE

A proven solution to streamline enterprise complexity, CXone with multi-ACD support includes a suite of native workforce engagement management applications – and much more – with market-leading recording, management, and analytics capabilities.

Enterprise-grade cloud recording, playback, search and lifecycle management for all customer interactions.

Digital-first omnichannel (DFO) tools provide unified support and coherent management for inbound and outbound voice and digital channels.

Advanced quality management eliminates subjective, limited and delayed feedback analysis with automated, real-time sentiment reviews of 100% of customer interactions.

NICE WFM is the industry's most accurate forecast and scheduling optimization tool, correlating robust schedule adherence and occupancy data with employee outcomes.

Performance management provides a holistic view of your workforce, ensuring consistent and personalized guidance for individuals and teams.

Enlighten AI-powered interaction analytics identifies customer intentions and preferences and agent skills and strengths, maximizing personalization, improving self-service and automatically routing the right call to the right agent.

Dashboards and reports are fully customizable suite-centric visualizations of both real-time and historical cross-domain omnichannel call center metrics, with insights for everyone.

Intelligent virtual assistant and automations for flawless regulatory and policy adherence, with a roadmap to integrated FedRAMP cloud-based data security compliance.

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TRANSITIONING TO CCAAS YOUR WAY

RESPOND TO YOUR EVOLVING BUSINESS REQUIREMENTS WITH A FLEXIBLE CCAAS ADOPTION STRATEGY

Upgrade at your own pace. As the sole CCaaS offering on the market capable of seamlessly integrating with multiple ACDs, CXone allows you to maintain existing infrastructure while benefiting from the solution and its native apps. Tailored to your transition needs at every stage, CXone offers unparalleled versatility.

1.

Migrate to the full end-to-end CCaaS option with CXone's native ACD.

2.

Integrate the CXone ACD and your current ACDs with comprehensive multi-ACD support.

3.

Leverage third-party ACDs, your current ACDs and CXone's native ACD.

4.

Each option provides system-specific integrations, ensuring maximum compatibility with the CXone platform features.

To learn more about CXone and how it can improve your business, visit nice.com

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