

THE MULTIPATH JOURNEY TO CXONE

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.





The incomparable CXone platform

-  **Digital entry points** – A smart start to every customer’s journey
-  **Journey orchestration** – Seamlessly guided customer journeys
-  **Smart self-service** – Self-Service that works – every time
-  **Prepared agents** – Real-time help for fast, personalized interactions
-  **Complete performance** – Continuously improved experiences and operations

When it comes to exceptional customer experience, **all roads lead to CXone**

Benefit from an open cloud platform at your own pace

CXone is the leading CCaaS global platform, enabling companies to deliver extraordinary cloud-based customer experience. NICE is introducing new options to begin your journey to CXone, with **CXone AppLink** and **CXone Open**. Any organization can now access the CXone platform, wherever they are in their unique cloud journey, using either CXone AppLink or CXone Open.



4,000+ customers in **100+** countries

700K+ agents use it every day

Elastic, flexible, and scalable

In a world of hybrid and distributed working environments, heightened consumer expectations, and constant changes, the cloud is the future. You may not be able to get there fully yet, but NICE helps you navigate to CXone gradually, according to your needs and pace, along multiple paths to CXone. **Invest now in the right technology with the right partner, that will keep you at the cutting edge of where technology is going.**

 For more information: [CXone brochure](#)



Multipath approach to CXone

Gradually step into the highest CX league

Effortless access to CXone

The NICE multipath approach to CXone gives you the option to access CXone business applications without having to migrate fully to the cloud, but through a more gradual adoption. It offers a seamless, economical approach to the inevitable transition to the cloud, with a full suite of business applications for your needs and a gradual risk-free approach, through two flexible options.

Multipath CXone: The best of all worlds

Seamless Cloud Transition

Smooth and streamlined cloud transition, without compromising security or data integrity, including a unified experience through the entire transition process, zero data loss, and transparent access to historical data.

A Rich Suite of Business Applications

Access to CXone business applications from day one – the single, richest platform of applications to meet the different needs of any organization.

Maximized Cloud Cost Benefits

A strategic investment that protects past and existing infrastructure and begins to lay the way for the future complete cloud platform. A flexible SaaS payment model that avoids the costs of the imminent tech refresh such as new servers, licenses, services, etc.

Risk Management

A step-by-step, at-your-own-pace approach that allows organizations to 'bring their own' contact center infrastructure. Flexible solution combinations with which you can decide how and when business applications should migrate to the cloud.

CXone the way you want it

In today's age of higher expectations, you decide what you want, how much you need, and when. You may not be fully ready for a complete cloud transition; you can start your journey today. You can migrate your organization in full or partially, some segments first, other segments later.

CXone AppLink

A CXone PLATFORM EXPERIENCE THAT KEEPS RECORDING INTACT

Record via Engage, upload the data and metadata to CXone, and access various CXone business application such as Quality Management, Quality Management Advances and Interaction Analytics.

- Keep current contact center infrastructure
- Gain a risk-free foot in the cloud door
- Start using CXone apps from day one

CXone Open

A CXone RECORDING EXPERIENCE, WITH YOUR ACD OF CHOICE

Connect existing on-prem or cloud ACDs to the CXone platform, record on CXone, and get access to all the CXone business applications.

- Zero footprint
- The ultimate best-of-breed contact center platform
- Enables effortless, fully secure, non-NICE ACD native cloud recording

Speak with a NICE representative to carve out your personalized journey with a multipath approach to CXone.

