

The multipath journey to CXone Mpower



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

Go open cloud at your own pace

Deliver extraordinary cloud-based customer experiences—today, tomorrow, or whenever you're ready. With CXone Mpower Applink and CXone Mpower Multi-ACD it's never been easier to deliver extraordinary service, no matter where you are in your unique cloud journey.

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.**

Multipath approach to CXone Mpower

Gradually step into the highest CX league



Effortless access to CXone Mpower

The NiCE multipath approach to CXone Mpower gives you the option to access CXone Mpower 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 Mpower: The best of all worlds

Seamless cloud transition



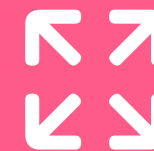
Smooth and streamlined cloud transition, without compromising security or data integrity, including a unified experience through the entire transition process, zero data loss, and transparent access to historical data.

A rich suite of business applications



Access to CXone Mpower 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 Mpower 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.



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

CXone Mpower AppLink

A CXone Mpower platform experience that keeps recording intact

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

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

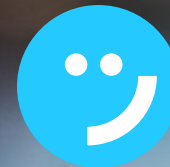
CXone Mpower Multi-ACD

A CXone Mpower Recording experience, with your ACD of choice

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

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

Seamless, connected, personal



That's NiCE!





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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