

CXone Mpower Integrations

Open and flexible foundation that meets enterprise business needs.

Modern customer service operates within increasingly complex technology ecosystems, where the ability to **seamlessly connect disparate systems** can make the difference between operational excellence and customer frustration. Integrations serve as the vital connective tissue that enables contact centers to break down data silos, streamline agent workflows, and deliver personalized experiences across the entire customer journey.

When it comes to scalability, **enterprise organizations require an open, flexible, and extensible platform** that can quickly build integrations, enabling businesses to deliver exceptional customer experiences.

Fully connected intelligence

The CXone Mpower platform includes extensive integration capabilities that allow enterprises to easily connect and customize existing systems. The substantial benefits of building integrations on a purpose-built AI platform for customer service include an important compounding effect that creates optimization at every customer touchpoint.

Build integrated, efficient contact centers that deliver higher customer satisfaction and scalability with integrations that are not only fundamental, but also continuously smarter with use.

Enterprises never have to start from scratch with NiCE and businesses stay in control at every step in the integration process. CXone Mpower integrations help reduce implementation complexity, accelerate time-to-value, and provide adaptability at the pace of your business.



Integrations for all your needs

- Pre-built connectors through Hubs
- Cloud-native, no/low-code developer tools
- Marketplace of 200+ pre-integrated solutions



“ Integrating NiCE solutions has enabled us to enhance our customer experience, operational flexibility, and compliance assurance... We have been able to learn the new tools in depth, unlock more of the NiCE platforms’ capabilities, and very quickly achieve utilization of 80-90%. This has allowed us to truly realize the value of our investment.

Stefan Singh, Customer Experience and Digital Product Manager at National Grid



CXone Mpower platform for customer service

Business benefits of integration

- **Harness market responsiveness** – Quickly adapt to market changes and deploy new features through a flexible integration framework
- **Create competitive differentiation** – Design unique customer experiences through customizable workflows and integrations
- **Build a future-ready architecture** – Build on an open, extensible platform that evolves with business needs
- **Minimize technical risk** – Use tested, proven integrations rather than starting from scratch
- **Accelerated time-to-value** – Leverage 200+ pre-integrated marketplace solutions, an open framework of Hubs with 40+ pre-built applications, and developer tools to get systems operational quickly
- **Optimized technology investments** – Maximize ROI on existing systems by connecting them through a range of intelligent integration options
- **Empower users with low-code/no-code flexibility** – Quickly create custom integrations without extensive technical expertise
- **Deliver personalized service at scale** – Enable consistent, contextual experiences across all customer touchpoints a reality
- **Reduced operational costs** – Achieve efficiency gains through automation and streamlined processes



Hubs break down silos and optimize technology investments

CXone Mpower Hubs simplify deployment and **increase the value of existing technology investments**, ensuring enterprises maximize the benefits of the NiCE AI CX platform. Transform your business with a unified platform that scales effortlessly as you grow.

Break down organizational silos and **eliminate service gaps** by connecting previously isolated structures, processes, and tech architectures with completely integrated intelligence at your fingertips.

Through an **open framework of Hubs and 40+ apps**, agents have the real-time data they need to shine, with reduced resolution times and increased productivity. Businesses can quickly mobilize intuitive low-code, plug-and-play integrations with existing systems and third-party apps, and use drag-and-drop components to build custom workflows. Integrate your own data models. **Deploy in hours, not days or weeks.** It's all effortless with CXone Mpower.

Deliver personalized customer service at scale and ensure every customer enjoys exceptional continuity and proactive engagement with every interaction. **Create truly satisfying end-to-end experiences.**

Whatever your needs, there's a Hub for that



Agent Assist Hub

Bring together third-party or your own custom-built agent assist solution into one seamless interface. Give your agents real-time answers, knowledge suggestions, auto-summaries, and live guidance all in one place.



Engagement Hub

Bring all your interactions from other systems onto one platform. Experience the full value of CXone Mpower and simplify your cloud journey without replacing what already works.



Knowledge Hub

Connect any knowledge base to your CX AI capabilities. Knowledge Hub understands context, remembers conversations and enables live and virtual agents to respond accurately.



Transcription Hub

Connect any Speech-to-Text and Text-to-Speech solution to turn spoken interactions into actionable insights. Manage all your transcription services in a single location. With low-code integration, you're up and running fast.



Virtual Agent Hub

Use the virtual agent of your choice to handle routine requests while your live agents focus on moments that matter. Enjoy seamless handoffs and coordination between virtual and live agents.



CRM Hub

Integrate with CRMs to get agents the data they need without inefficient searches through multiple interfaces. The right information is delivered to a single interface. You can even use CRM data to refine routing.



Integration Hub

Use a low-code interface to create, manage, and scale integrations in one place. One option is UCaaS pre-built adapters that quickly facilitate expert access in minutes.



LLM Hub

Plug in your own Large Language Models for even more flexibility, while still taking full advantage of CXone Mpower's platform intelligence.



User Hub

Experience platform administration made easy. Enable seamless and secure user provisioning across all customer environments through robust SCIM integration.



Voice Biometrics Hub

Prevent fraud and authenticate contacts in real time. Switch seamlessly between live agents, virtual agents, and conversational IVR, while liveness detection and blocklisting protect from repeat offenders and deep fake attacks.

Hub spotlight

Deliver personalized experiences with CRM integrations

CXone Mpower's range of CRM integrations equip agents with a **360° view of data across the entire customer journey**. Creating a system of record for customer data, interaction history, and relationship intelligence, NiCE's CRM integrations help agents connect with customers and make customers feel their needs are more understood. With streamlined CRM integrations, agents work within a single interface. Transformed, organizations experience shorter handle times, consistent service delivery, and satisfied customers. CXone Mpower includes tested, pre-built integrations with major CRM platforms that consolidate customer context and personalize omnichannel customer service, while **eliminating delays, costs and risk**.

Seamless, bidirectional integration between the CRM system and contact center **connects the front and back office**, increasing agent efficiency and independence with a **single, unified interface**. With simple access to the tools and information they need, agents can handle more interactions in less time—and deliver more consistent service.

CXone Mpower integrates with leading CRM systems



Developer tools eliminate custom innovation complexity

Developer tools provide transformative benefits across the entire software development lifecycle, dramatically improving productivity through automation, intelligent code completion, and streamlined workflows. For enterprise businesses, **developer tools translate into measurable competitive advantages**. Quickly respond to market changes, customize solutions to unique business requirements, and create differentiated customer experiences. Use developer tools to **accelerate time-to-market for new products and features**, and reduce operational costs through efficiency gains.

- Access hundreds of APIs and SDKs for simplified integration with third-party applications
- Build new innovations with confidence using comprehensive documentation, best-practice tutorials, and developer forums
- Leverage NiCE's open framework with common data layers and Hubs for faster implementation cycles

“The APIs from NiCE CXone Mpower help us extend our services as quickly as possible to add more features and products that our customers care about.

Jeff Cordel, Vice President of Technology and CIO, LanguageLine





Pre-integrated apps through CXexchange marketplace

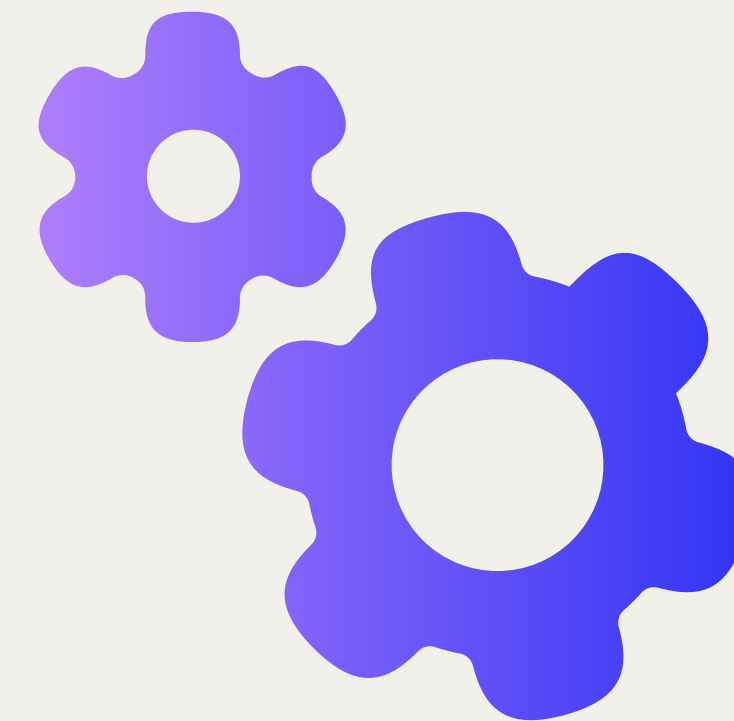
NiCE's CXexchange is a one-stop marketplace for extending the CXone Mpower platform with **pre-built, tested, and scalable integrations**. Businesses can browse a curated catalog of **200+ integrations across 13 categories** and have their systems talking to each other within hours.

Leveraging the marketplace, customers gain access to a much **broader ecosystem of ready-to-deploy connections**, that would otherwise take days or weeks of deployment time, allowing enterprises to choose best-of-breed tools for each business function while maintaining seamless data flow.

Available for click-to-buy or free trial, CXexchange applications support real-time and event-driven integrations, enabling responsive workflows that adapt instantly to customer or system activity. Enterprise customers can **deploy new features faster and build or customize integrations quickly**, with minimal coding required.

Everything works better together with CXone Mpower

For customer experience and satisfaction, the power of integration cannot be overstated. CXone Mpower's comprehensive integration ecosystem creates **technology systems that work in harmony rather than isolation** and the results are transformative—faster deployment times, a single unified interface, superior customer experiences, and measurable business growth. The journey toward operational excellence begins with a simple yet powerful principle: everything truly does work better together, and CXone Mpower provides the foundation to make that vision a reality across every customer touchpoint.



NiCE | **CXone**
Mpower

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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