



# Digital Experience

## Unified AI-Powered Customer Engagement

NiCE Digital Experience delivers consistent, connected interactions across every channel. Engage customers through the industry's broadest range of digital channels – or bring your own – and meet them where they prefer.

Seamlessly switch, combine, or add channels within a single interaction, for faster resolution and better outcomes. With unified routing, administration, analytics, WFM, and QM, you can streamline operations while delivering efficient, end-to-end customer journeys.

### Eliminate siloed solutions

- Shift calls to digital to ease pressure on your contact center.
- Manage all channels on one platform with shared routing, admin, and reporting.
- Expand into new digital channels with speed and flexibility.

### Unified customer experiences

- Support voice and digital, agent-assisted and self-service, inbound as well as proactive outbound, using ONE solution.
- Deliver seamless, context-rich journeys across every interaction.
- Add and switch channels without disrupting the experience.

### Efficiency for all

- Route every interaction to the right resource, at the right time.
- Equip agents with advanced tools to work faster and smarter.
- Enable concurrent conversations with asynchronous messaging.

### Benefits

- Personalized customer journeys
- Reduced customer effort and faster resolution
- Increased productivity and operational efficiency
- Faster agent onboarding and greater retention
- Actionable insights across all interactions

### Key features

- 30+ digital channels, plus Bring Your Own Channel (BYOC)
- 30+ OOTB reports
- Asynchronous, persistent conversations
- Omnichannel session management with full context
- Unified routing, analytics, reporting, WFM, and QM
- Real-time access to customer data and interaction history

## The NiCE Advantage: A Unified Platform for Digital Experience

Unlike fragmented point solutions, NiCE delivers a single platform designed to scale.



#### Lower cost

Add new channels without introducing new systems or incremental complexity.



#### Unified operations

Eliminate silos across all channels, bots, agents, and workflows with shared routing and data.



#### Simplified architecture

Ensure resilient integrations and reduce time-to-value with one platform.



#### Consistent customer experience

Deliver seamless customer journeys – not disconnected touchpoints.

# NiCE Digital Experience

One solution. Every channel. A seamless customer journey.

## Voice and Digital



Voice



IVR



Email



Chat



2-Way Video



Co-Browse



Guide

## Social Media



Instagram



Facebook



LinkedIn



YouTube



Apple App Store



Google Play



Google Places

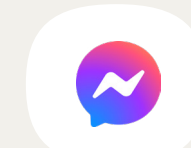
## Private Messaging



SMS/MMS/RCS



WhatsApp



FB Messenger



Instagram DM



Apple Messages  
for Business



LINE



Telegram



Teams



Slack

## Bring Your Own Channel



BYOC API



Webex



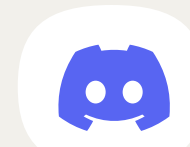
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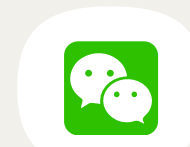
Zoom



TikTok



Discord



WeChat



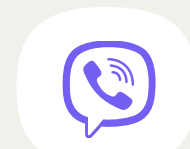
KakaoTalk



Tencent QQ



Sprinklr



Viber

## SDK



iOS App



Android App



Chat Web SDK

# NiCE CXone

## 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.

[www.nice.com](http://www.nice.com)

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