

NiCE Cloud Migration

Level up customer service automation

In an era where customer expectations are constantly evolving, you need agile, scalable, and cost-effective solutions to stay competitive. Moving customer service technology to the cloud offers unparalleled flexibility, allowing organizations to scale operations up or down based on demand without the limitations of on-premises infrastructure. Cloud-based contact centers enable seamless omnichannel interactions, ensuring consistent customer experiences across voice, chat, email, and social media.

By transitioning to the cloud, your organization can reduce costs, improve operational efficiency, and future-proof your customer service technology, positioning the enterprise for long-term success.

As a global leader in cloud-based customer service automation, NiCE empowers enterprises to transition seamlessly to the cloud, unlocking new levels of efficiency, innovation, and customer satisfaction. Whether you're moving from Genesys, Cisco, Avaya, Mitel or another on-premises solutions provider, NiCE offers a smooth migration process with minimal disruption.



Technology and innovation you've been missing

Take your abilities to the next level with single provider solutions across our entire cloud-native platform, with no internal resources or third-party solutions required. Readily deploy integrated solutions from CXone's superior IVR/ACD, digital engagement, workforce management, quality management, analytics, automation and AI, security and compliance and more. We offer next-level capabilities easily self-administered such as voice biometrics, voice quality monitoring, AI routing, AI conversational chatbots, AI workflow automation, proactive automated outreach such as sales and collections, and robust Voice of the Customer feedback collection. The possibilities are truly endless, and NiCE continues to innovate ahead of your future needs with continuous investment in R&D.

Focus on building, not fixing

While we offer out-of-the-box sophistication with all of our solutions, the need to integrate and customize is a given. We prioritize giving our customers access to the most robust and flexible tools, resources and community so that you can freely optimize and innovate, including:

- Extensive developer tools, software development kits (SDKs) and APIs
- Pre-built adapters and integrations for CRMs and UCaaS tools
- 190+ pre-integrated applications in CXexchange, our online marketplace

Why move customer service to the cloud?

- Gain access to industry-leading, domain-specific AI trained on the industry's largest labeled and validated CX dataset, continually learning and making intelligent decisions to enhance customer interactions in real time.
- Stop paying for more than you use by switching from hosted to cloud native model and pay-as-you-go.
- Eliminate complex, lengthy upgrades and roll out new features instantly.
- Make changes quickly with one admin tool with easy routing changes that can be made by a user, not IT. In minutes, not weeks!
- Gain greater reliability and flexibility with instant hot failover and scalability across all your sites.
- Enable consistent multi-site operations and get global routing and reporting across channels and sites.
- Scrap clunky, bolt-on solutions and eliminate multiversions with a true all-in-one, unified solution.
- Protect your future with an industry-leading, financially solid partner.

“We had a great implementation team from NiCE, especially from a development perspective, which made our transition really simple. CXone is also far more stable than our old platform. Overall, moving to NiCE CXone is going to reduce our costs or keep them the same and we’re going to have a lot more functionality than we had before.”

Doug Klees

Head of Customer Care
Moneygram International

