

INVESTOR & ANALYST DAY | 2026

NiCE
World



Disclaimer

Forward Looking Statements Disclaimer

This presentation contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. In some cases, forward-looking statements may be identified by words such as “believe”, “expect”, “seek”, “may”, “will”, “intend”, “should”, “project”, “anticipate”, “plan”, and similar expressions. Forward-looking statements are based on the current beliefs, expectations and assumptions of the Company’s management regarding the future of the Company’s business, performance, future plans and strategies, projections, anticipated events and trends, the economic environment, and other future conditions. Examples of forward-looking statements include guidance regarding the Company’s revenue and earnings and the growth of our cloud, analytics and artificial intelligence business.

Forward looking statements are inherently subject to significant uncertainties, contingencies, and risks, including, economic, competitive and other factors, which are difficult to predict and many of which are beyond the control of management. The Company cautions that these statements are not guarantees of future performance, and investors should not place undue reliance on them. There are or will be important known and unknown factors and uncertainties that could cause actual results to differ materially from those expressed or implied in the forward-looking statements. These factors, include, but are not limited to, risks associated with changes in economic and business conditions, competition, successful execution of the Company’s growth strategy, success and growth of the Company’s cloud Software-as-a-Service business, difficulties in making additional acquisitions or effectively integrating acquired operations, products, technologies and personnel, the Company’s dependency on third-party cloud computing platform providers, hosting facilities and service partners, rapid changes in technology and market requirements, the implementation of AI capabilities in certain products and services; decline in demand for the Company’s products; inability to timely develop and introduce new technologies, products and applications, loss of market share, cyber security attacks or other security incidents, privacy concerns and legislation impacting the Company’s business, changes in currency exchange rates and interest rates, the effects of additional tax liabilities resulting from our global operations, the effect of unexpected events or geo-political conditions, including those arising from political instability or armed conflict that may disrupt our business and the global economy, our ability to recruit and retain qualified personnel, the effect of newly enacted or modified laws, regulation or standards on the Company and our products, and various other factors and uncertainties discussed in our filings with the U.S. Securities and Exchange Commission (the “SEC”).

You are encouraged to carefully review the section entitled “Risk Factors” in our latest Annual Report on Form 20-F and our other filings with the SEC for additional information regarding these and other factors and uncertainties that could affect our future performance. The forward-looking statements contained in this press release speak only as of the date hereof, and the Company undertakes no obligation to update or revise them, whether as a result of new information, future developments or otherwise, except as required by law.

Explanation of Non-GAAP measures

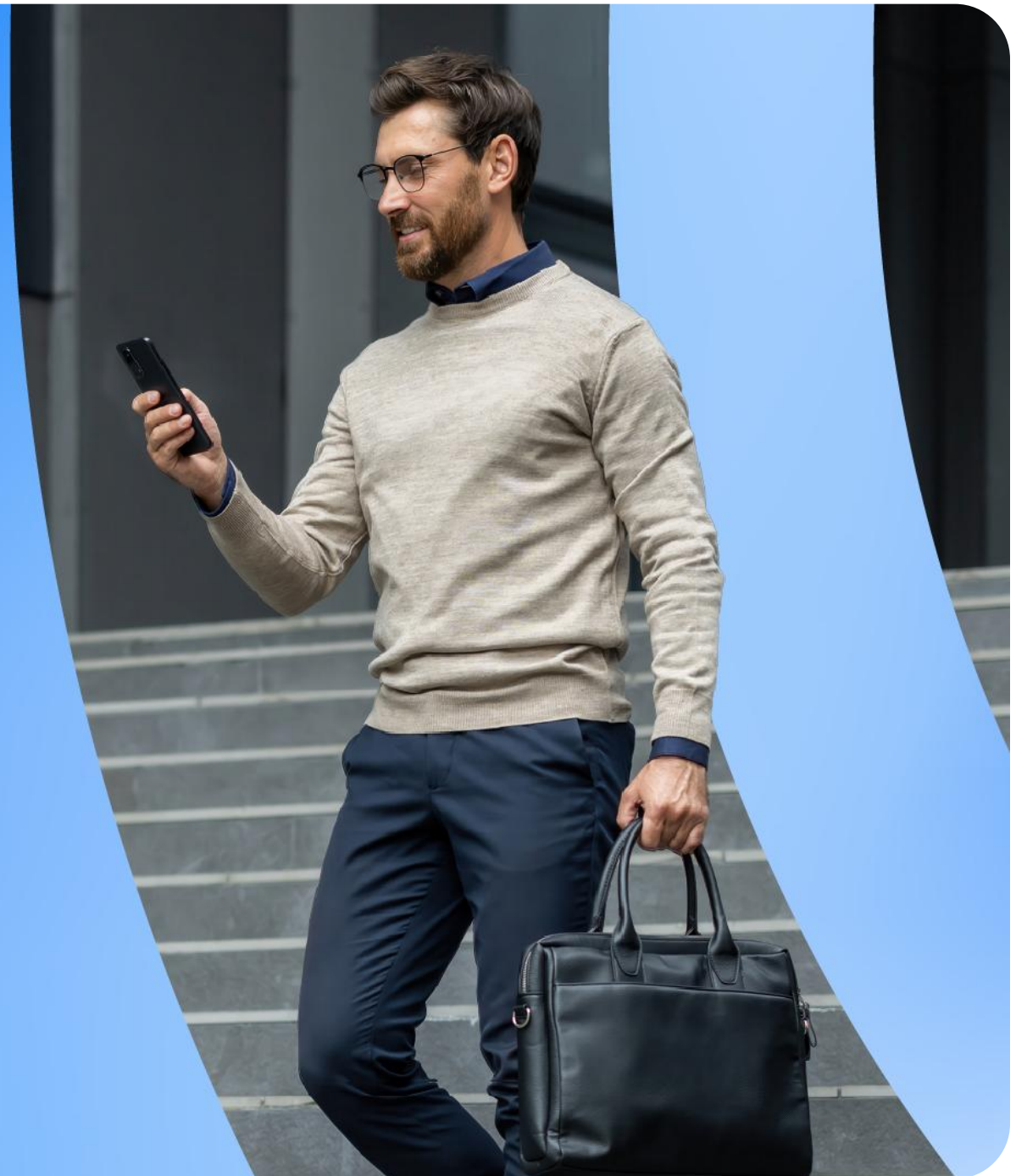
Non-GAAP financial measures are included in this presentation. Non-GAAP financial measures consist of GAAP financial measures adjusted to exclude share-based compensation, amortization of acquired intangible assets, acquisition related expenses, gains on intercompany foreign currency transactions, amortization of deferred financing costs, amortization of discount on debt, the tax effect of the Non-GAAP adjustments, and the tax rate impact resulting from the non-U.S. intercompany transaction.

The Company believes that these Non-GAAP financial measures, used in conjunction with the corresponding GAAP measures, provide investors with useful supplemental information about the financial performance of our business. We believe Non-GAAP financial measures are useful to investors as a measure of the ongoing performance of our business. Our management regularly uses our supplemental Non-GAAP financial measures internally to understand, manage and evaluate our business and to make financial, strategic and operating decisions. These Non-GAAP measures are among the primary factors management uses in planning for and forecasting future periods. Our Non-GAAP financial measures are not meant to be considered in isolation or as a substitute for comparable GAAP measures and should be read only in conjunction with our consolidated financial statements prepared in accordance with GAAP. These Non-GAAP financial measures may differ materially from the Non-GAAP financial measures used by other companies. Reconciliation between results on a GAAP and Non-GAAP basis is provided in a table in the earnings press release and in the appendix in this presentation. The Company provides guidance only on a Non-GAAP basis. A reconciliation of guidance from a GAAP to Non-GAAP basis is not available due to the unpredictability and uncertainty associated with future events that would be reported in GAAP results and would require adjustments between GAAP and Non-GAAP financial measures, including the impact of future possible business acquisitions. Accordingly, a reconciliation of the guidance based on Non-GAAP financial measures to corresponding GAAP financial measures for future periods is not available without unreasonable effort.

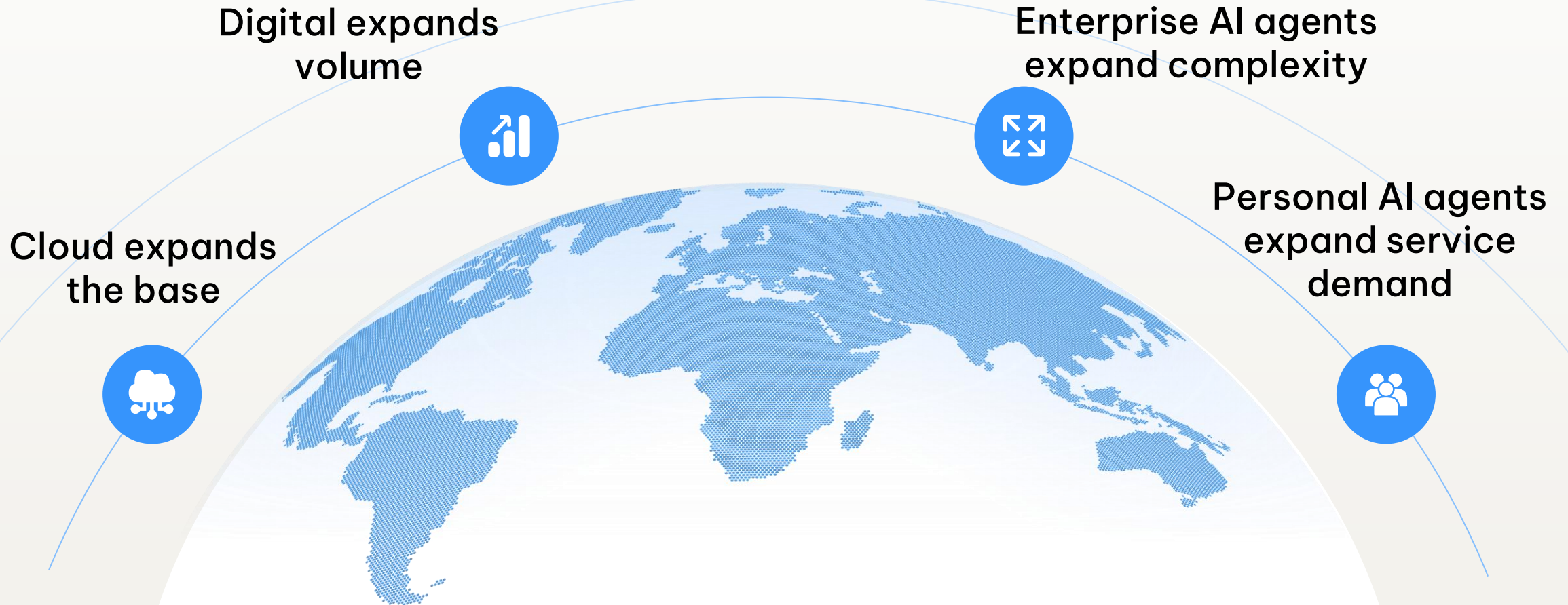
Built to lead the CX AI era

Scott Russell, CEO

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NiCE operates in a large and expanding market



NiCE operates in a large and expanding market

50%

of contact center agents are still on-premises infrastructure.

Gartner

Cloud expands the base



77%

of consumers now choose a mix of digital channels over traditional physical touchpoints.

IDC

Digital expands volume



By 2028, an average global Fortune 500 enterprise will have over **150,000 AI agents** in use, up from ~15 in 2025.

Gartner

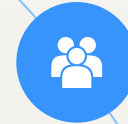
Enterprise AI agents expand complexity



Personal consumer AI agents begin flooding service queues in 2026...

FORRESTER

Personal AI agents expand service demand



25B

interactions orchestrated annually

NiCE

NiCE World

Our differentiation is proven, expanding, and built to compound

FULLY AI-NATIVE PLATFORM

Market
leadership in
CX and AI



Platform
completeness



End-to-end
orchestration



Mission
critical trust

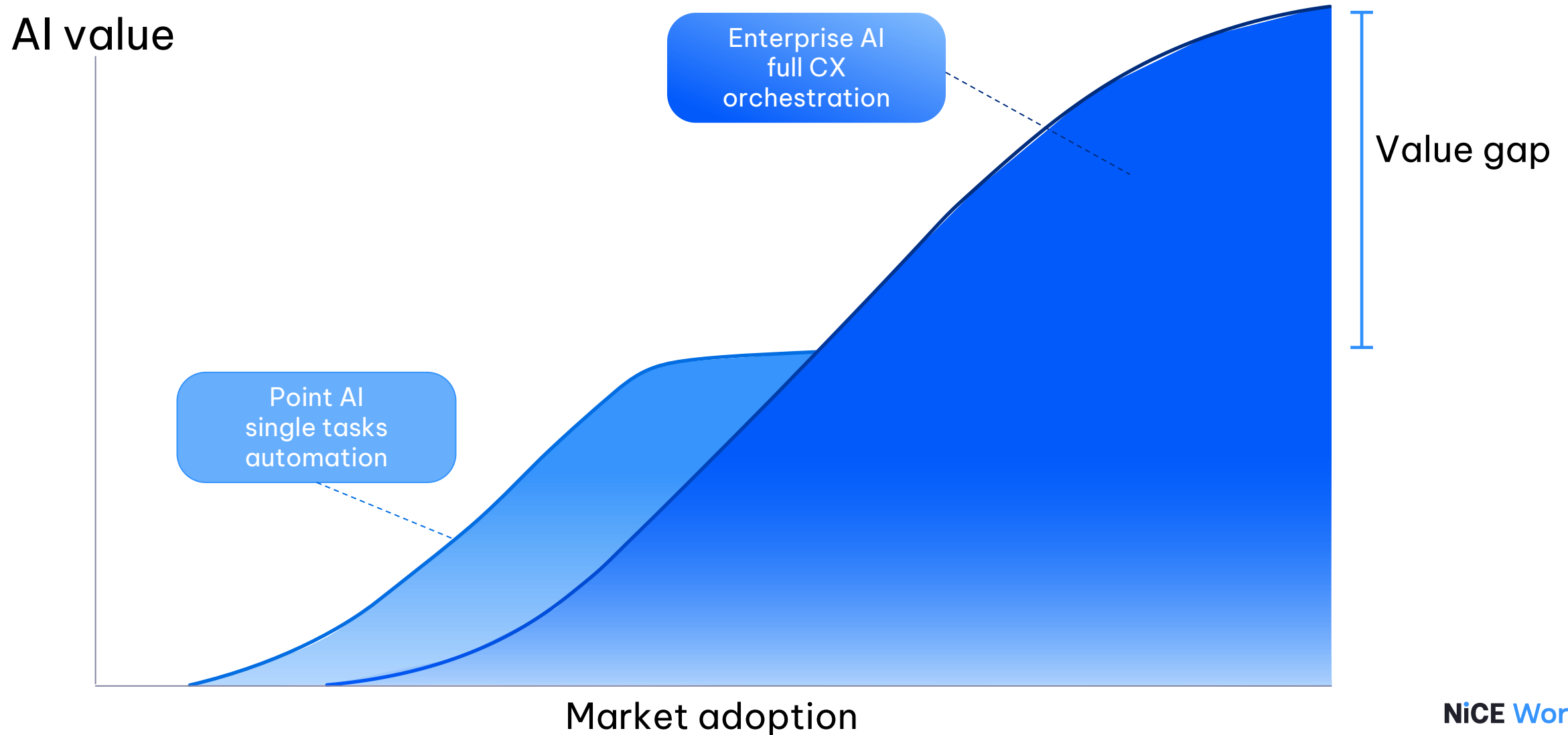


Extreme
scale



NiCE CX AI Platform

AI in CX is reaching an inflection point



CX is where enterprise AI proves value at scale

High volume

AI must operate in real time at enterprise scale.



Every customer.

Every channel.

Every moment.

High complexity

Every moving part must work together, always.

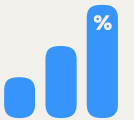


Data. Workflows. Humans.
Systems. Governance.

All connected.

High consequence

Every outcome is measured, and every failure has a cost.



Revenue. Loyalty. Cost.

Brand trust. Regulatory risk.

No room for experiments.

Most AI agents solve only part of the problem

Agents without **full context**



are conversations, **not experiences.**

Agents without **orchestration**



are tasks, **not business outcomes.**

Agents without **governance**



are risks, **not enterprise AI.**

Agents without **humans in the loop**



cannot service the full journey.

Enterprise AI is controlled at the orchestration layer,
not the AI agent layer.

NiCE orchestrates intelligence across the entire customer experience

Point & Fragmented AI

- ✘ Automates a conversation. Loses the journey.
- ✘ Adds AI onto fragmented systems.
- ✘ Optimizes isolated channels. Loses context.
- ✘ Governs AI within silos.
- ✘ Limited data and context. Commoditized AI.

NiCE

- ✔ Orchestrates outcomes.
- ✔ Runs AI across one connected CX operation.
- ✔ Preserves context from intent to resolution.
- ✔ Governs AI across the enterprise.
- ✔ Compounds intelligence with every interaction.

Every interaction **compounds** our platform advantage

Engagement intelligence

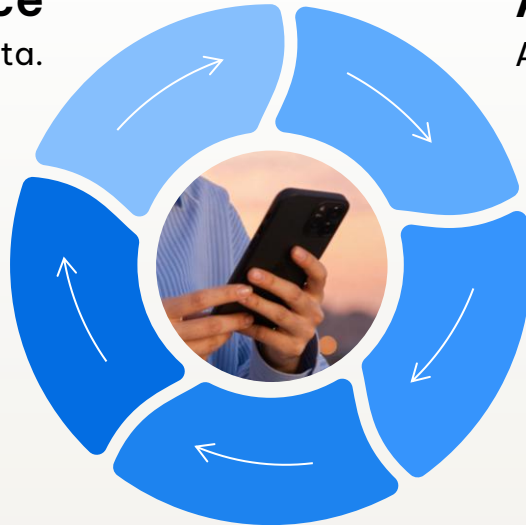
More interactions. More data.

Agentic intelligence

AI reasons, acts, and improves.

Trust intelligence

Trust deepens. Enterprise expands.



Operational intelligence

Analytics sharpen. Insight compounds.

Workforce intelligence

Humans and AI work better together.

Orchestration turns interactions into intelligence, intelligence into automation, and automation into durable growth.

AI expands NiCE's strategic role

Bigger Category

From a software partner to a new CX AI operating model

FROM

CCaaS
& CAI
software



TO

Enterprise
CX AI
platform

Bigger Buyer

AI elevates CX from a function to a board-level strategic priority

FROM

CX &
Contact
Center
Operations



TO

CEO
COO
CIO
Board

Bigger Value

Monetization expands from seat licenses to intelligence and automation outcomes

FROM

Seats &
software
licenses



TO

Mix of seat,
consumption
and outcome-
based ARR

The NiCE growth engine

Own the customer
engagement layer



Orchestrate
the intelligence



Deliver the
outcome



Scale
customer
outcomes



Monetize
the platform



Orchestrate the intelligence

Jeff Comstock
President CX Product and Technology

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The NiCE growth engine

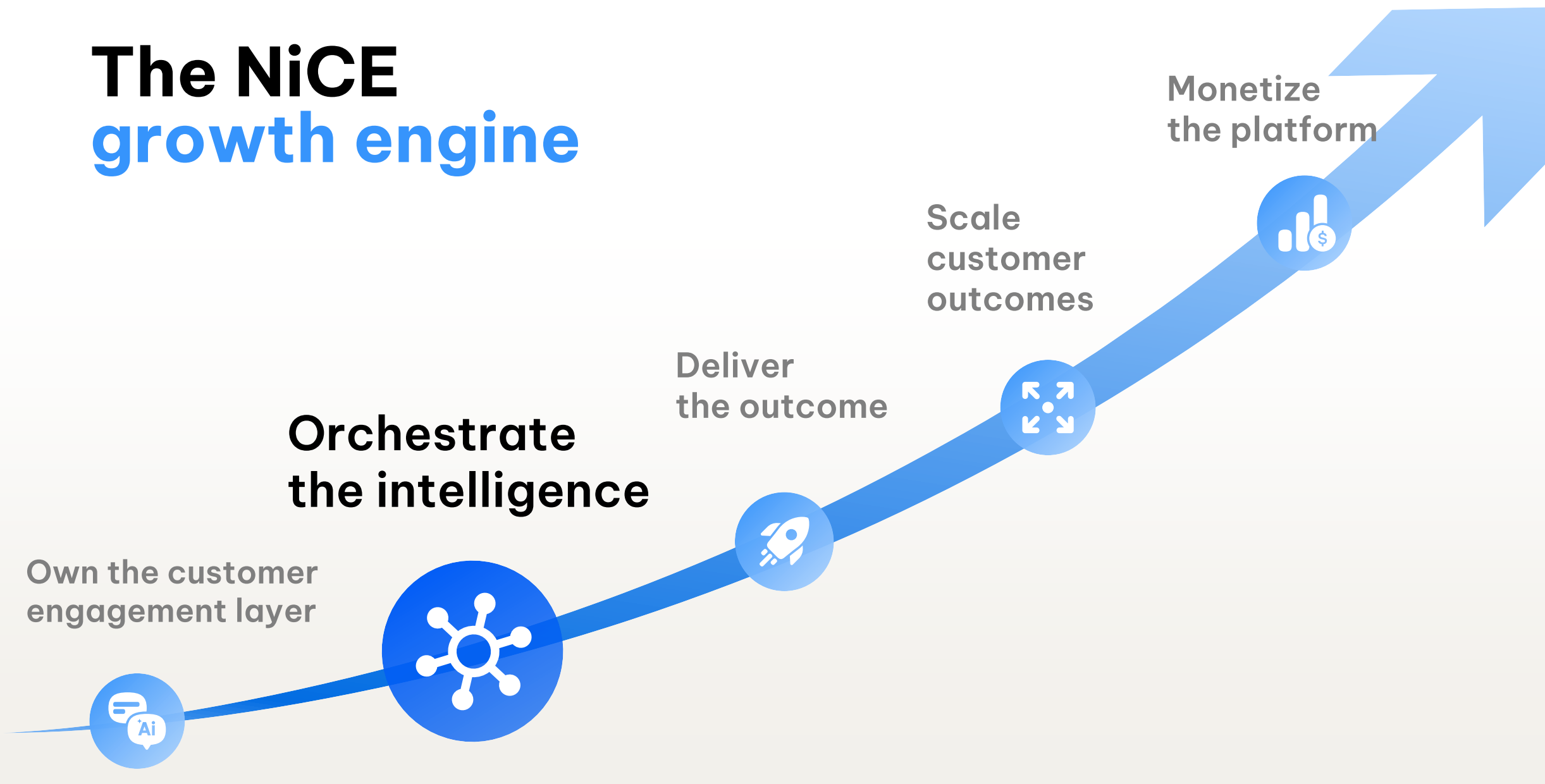
Own the customer
engagement layer

Orchestrate
the intelligence

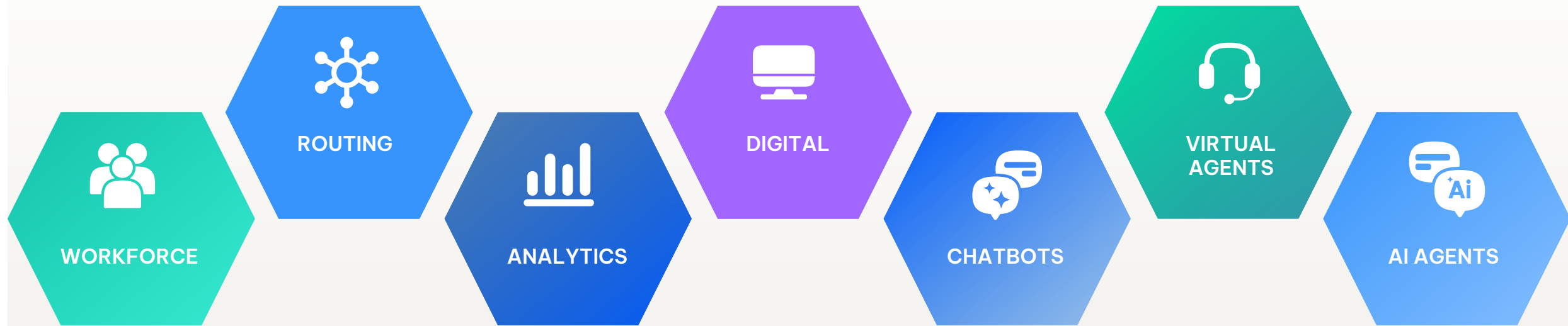
Deliver
the outcome

Scale
customer
outcomes

Monetize
the platform

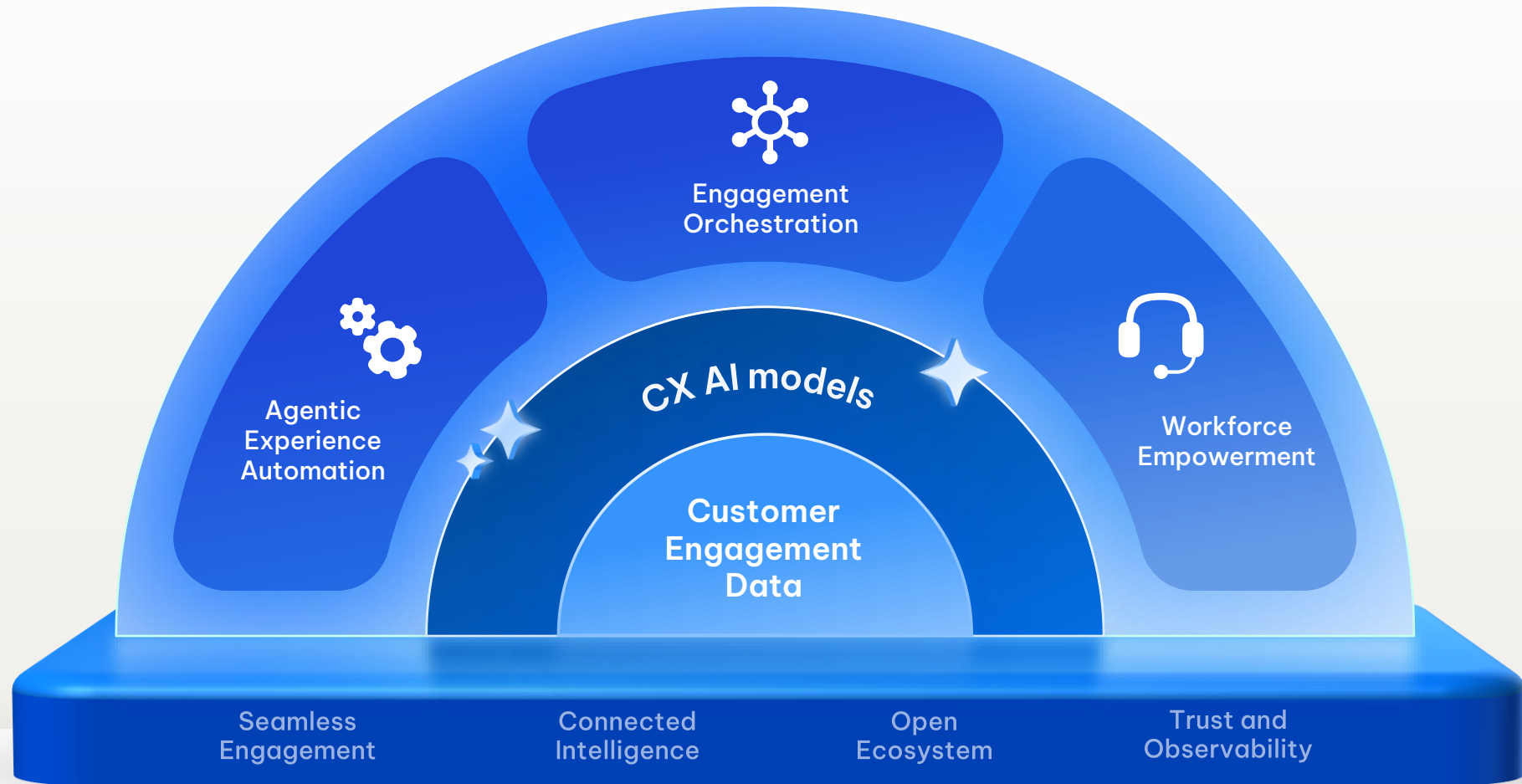


The conventional enterprise contact center fragmented systems limit AI at scale



NiCE CXone

Proven CX AI platform



NiCE CXone

Repeatedly validated market leadership

Agentic Experience
Automation

Leader



The Forrester Wave™

Conversational AI Platforms
Q2 2026

FORRESTER®

Engagement
Orchestration

Leader



11th Consecutive Year

Gartner® Magic
Quadrant™ for CCaaS

Gartner®

Workforce
Empowerment

Leader



IDC MarketScape

AI-Enabled Contact
Center WEM, 2025-2026

IDC

NiCE CXone

AI platform built for CX transformation

Agentic Experience Automation

AI Agents for Customer Service
AI Agents for Sales and Marketing
Knowledge Management
Agentic Analytics

Engagement Orchestration

Omnichannel Routing
Outbound Engagement
Voice and Digital Engagement
Agent Workspace

Workforce Empowerment

Workforce Management
Quality Management
Performance Management
Recording and Compliance

CX AI models

Customer Engagement Data

Seamless
Engagement

Connected
Intelligence

Open
Ecosystem

Trust and
Observability

Agentic Experience Automation

AI Agents for Customer Service	AI Agents for Sales and Marketing	Knowledge Management	Agentic Insights
Intent automation	Omnichannel & multimodal	Search & retrieval	Opportunity detection
Built-in experience memory	Proactive engagement	Generative authoring	Automation recommendations
Autonomous reasoning	Pipeline, bookings, & renewals	AI-powered answers	Journey analysis
Multi-step task execution	Advocacy & loyalty programs	Knowledge recommendations	Root cause insights
Multilingual	Goal-driven execution	Content optimization	Performance insights
Context persistence	Connected to CRM & knowledge	Governance and approvals	Predictive analytics

Engagement Orchestration

Omnichannel Routing	Outbound Engagement	Voice and Digital Engagement	Agent Workspace
Universal queue	Proactive notifications	Voice	Unified dynamic desktop
Seamless AI to human transfer	Campaigns	Chat, Email, & SMS	Omnichannel inbox
AI Routing	Collections	Social	Embedded agentic copilot
Priority and SLA routing	Dialers	Asynchronous Messaging Apps	Sentiment detection
End-to end workflow orchestration	Surveys	Web and mobile	Real-time guidance
AI assisted workflow design	Triggered outreach	Unified conversation history	Auto summarization

Workforce Empowerment

Workforce Management	Quality Management	Performance Management	Recording and Compliance
True-to-interval forecasting	100% coverage via Agentic AI	Hybrid & cross-channel KPIs	Voice, text, & screen recording
AI-powered scheduling	GenAI auto score	Coaching & roleplay simulation	Multi and 3rd party ACD recording
AI & human hybrid workforce	QM across front & back-office	AI-powered gamification	AI-led compliance management
WFM across front- & back-office	GenAI evaluations	Governed improvement	Migration & consolidation
Scheduling mobile app for agents	Evaluation Summaries	Role-based dashboards and scorecards	Secure storage and Export
Copilot for workforce managers	Voice of the Customer	Real-time GenAI insights	Desktop Discovery

CX AI models

Customer Engagement Data

Seamless Engagement

Connected Intelligence

Open Ecosystem

Trust and Observability

Cognigy ships inside the platform for every customer

1

One unified application

Cognigy and CXone are one product, a single user experience across the whole platform.

2

Shared data platform

Real-time data flows across the platform with unified visibility into every interaction.

3

Agents built on customer data

Create AI agents trained directly on interaction data and best practices.

4

Voice & digital, one stack

Full voice and digital channels with language, speech, and text models built in.

5

Market-leading proactive outreach

Reach customers first with proactive, event-driven AI Agents across every channel.

Coming Soon

FedRAMP Certification for Cognigy

Additional Sovereign Clouds

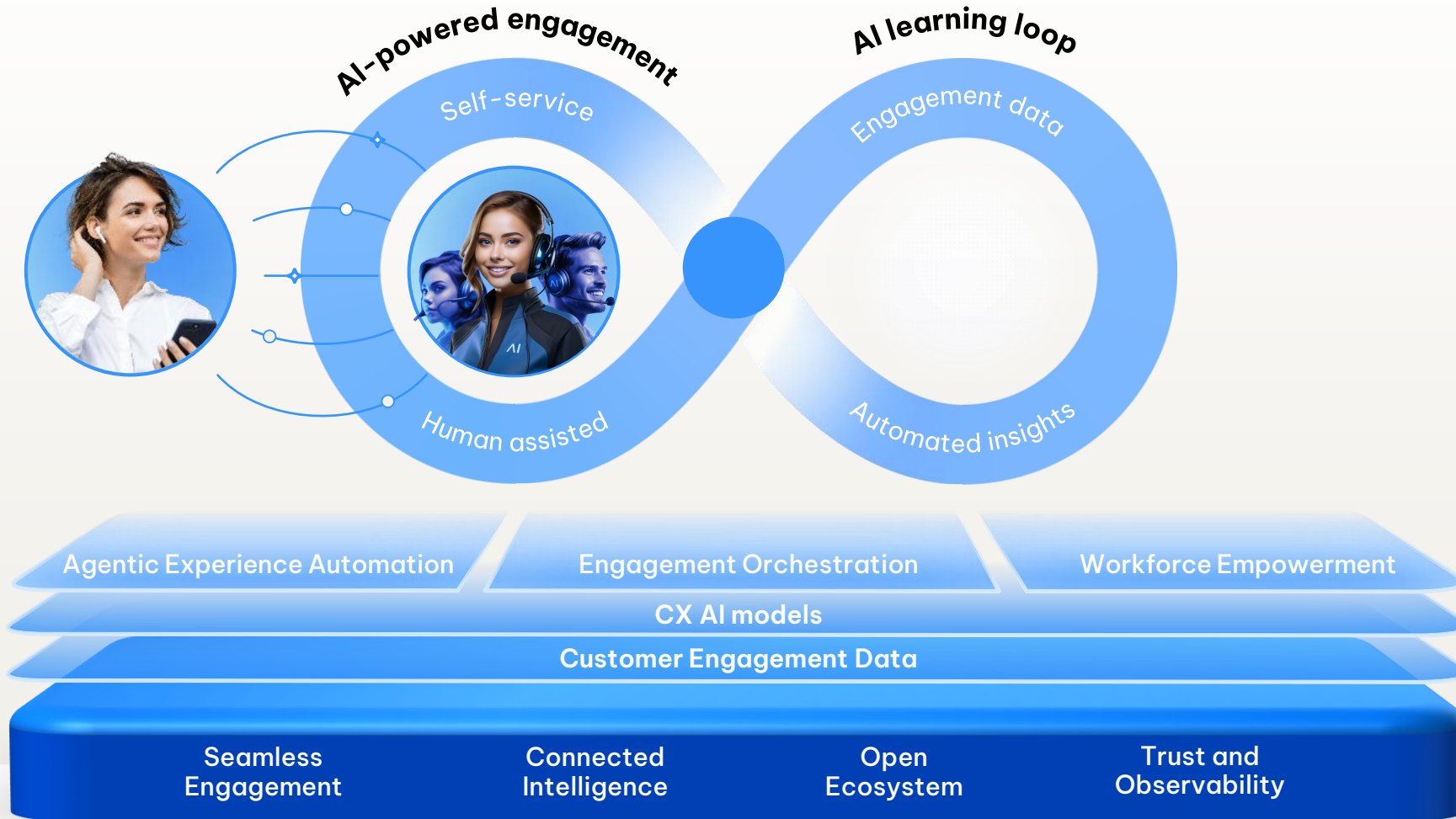
NiCE CXone

Conversational & agentic AI underpins the entire platform



NiCE CXone

Learning Loops



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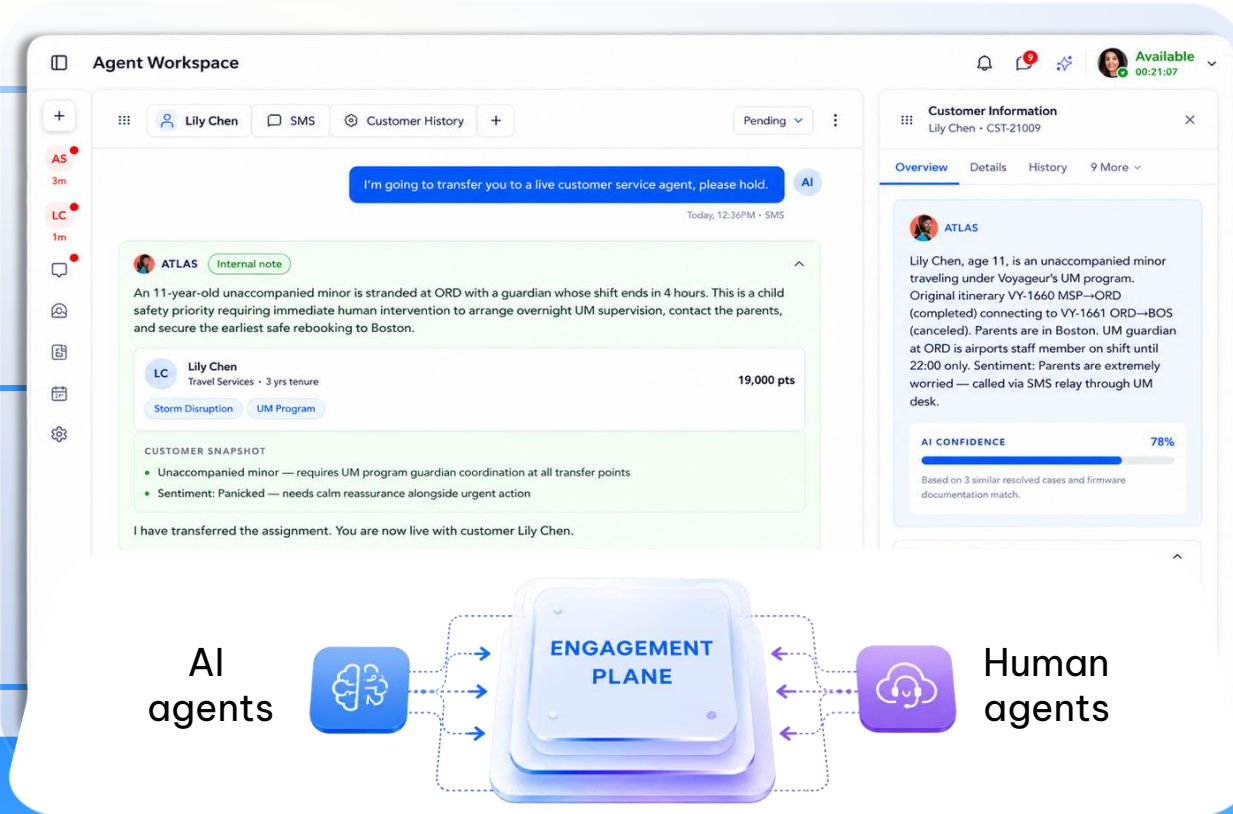
Innovation
Announcements

Engagement Orchestration

One intelligent engagement layer
across channels, systems, and agents.

Agentic
Engagement Plane

AI-first
Desktop



Experience
Memory

New interfaces
for new roles

AI
agents



Human
agents



NiCE CXone

Workforce Empowerment

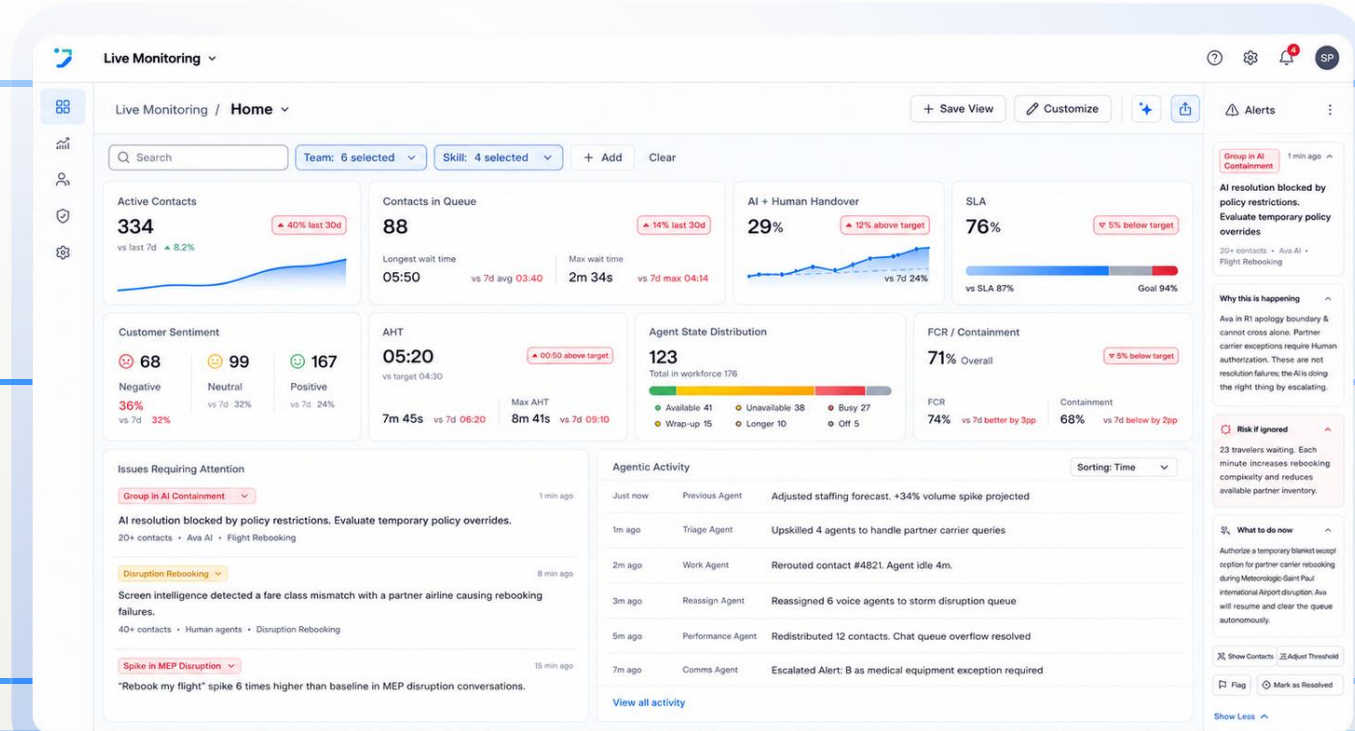
Redefining workforce management for human and AI agents.

Hybrid operating model

AI-first applications

Role-based AI Assistants

Complete workforce context



NiCE CXone

Agentic Experience Automation

AI Agents that resolve across the full enterprise, from first engagement to final resolution.

Agentic Analytics

Guardian AI

The screenshot displays the 'Agentic Analytics' dashboard. On the left is a navigation menu with categories like 'Automation Opportunities', 'Augmentation Opportunities', 'AI Agent', 'Agent Copilot', 'Knowledge Performance', 'Action History', 'Saved Dashboards', 'Disruption Operations', 'Traveler Experience', and 'Recent'. The main content area is titled 'Automation Opportunities > Flight Booking Management'. It shows an 'Intent: Flight Booking Management' with a 'Project Name' of 'Project Nova' and a status of 'Publishing...'. Below this, an 'Agent' card for 'Flight Attendant' is shown, with a description: 'You are a Flight Attendant for Voyager Airlines. Verify the traveler's booking, then invoke the right skill — proactive-follow-up for disruption outreach, loyalty-services for miles and elite status, or...'. Underneath the agent card are three skill cards: 'proactive-follow-up' (3 Tools), 'loyalty-services' (3 Tools), and 'account-services' (3 Tools). At the bottom are three tool cards: 'fetch_miles_balance' (1 param), 'lookup_elite_status' (1 param), and 'apply_miles_redempti...' (2 params).

Agent Forge

Optimization loops

NiCE CXone

NiCE
World



The NiCE growth engine

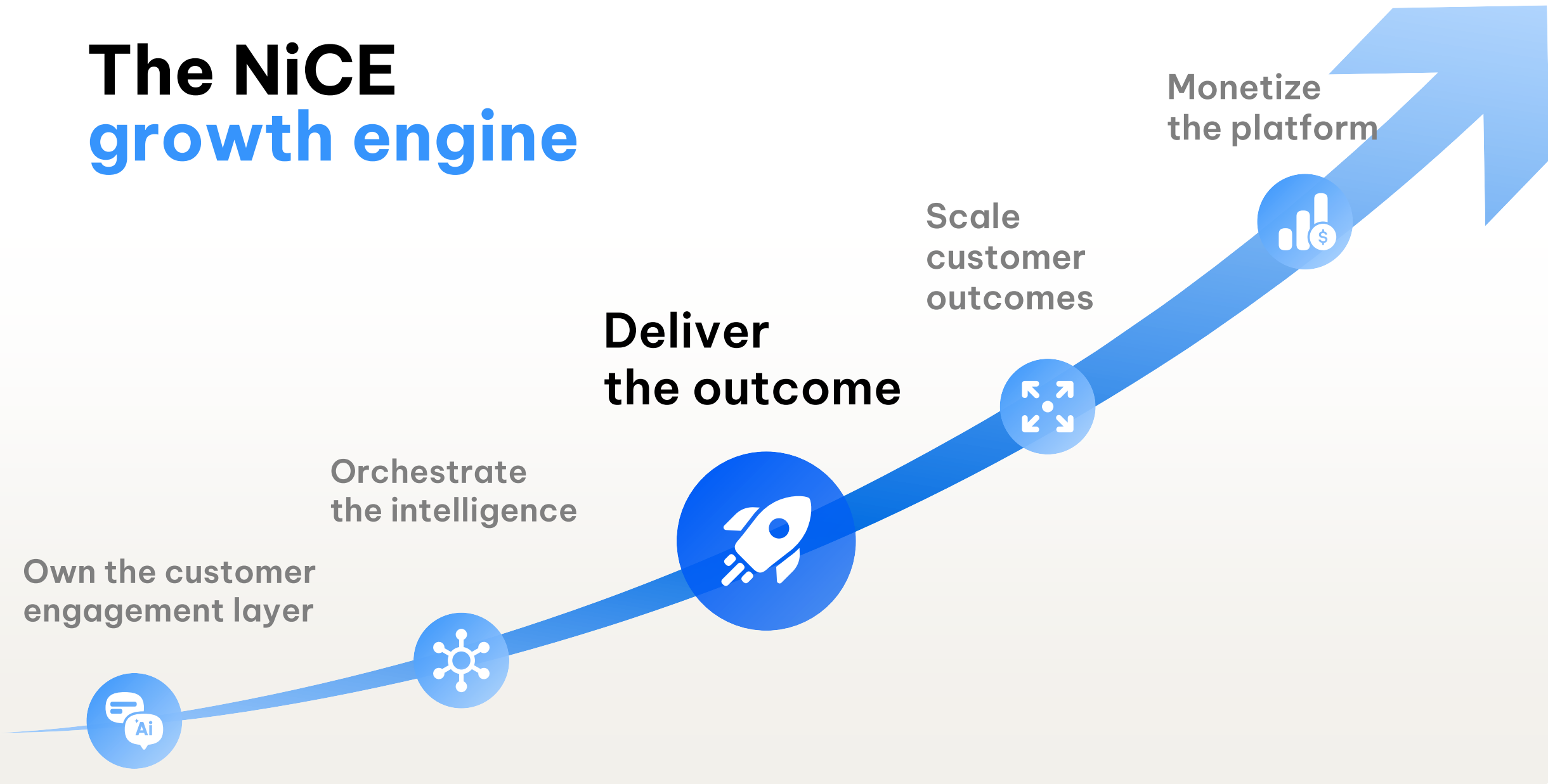
Own the customer
engagement layer

Orchestrate
the intelligence

Deliver
the outcome

Scale
customer
outcomes

Monetize
the platform



Meet the team



Jon Hanley

Vice President, Customer
Operations Tripadvisor Group

Customer Operations Leader with over 20 years' experience in Customer Operations, SMB to Enterprise Account Management, Product-Marketing, and BPO vendor outsourcing management.



Dave Fox

Snr Director, Global Telecom
Services Tripadvisor Group

Technology and tech operations leader with 30 years of experience in telecommunications and customer experience technologies, leveraging telecommunications and AI to achieve global customer service excellence and operational efficiency.

Tripadvisor | To create experiences worth sharing

The Tripadvisor Group connects people to **Experiences** worth sharing, and aims to be the world's most trusted source for travel and experiences.

As the leading marketplace for travel experiences, we believe that making memories is what travel is all about.

We make it easy to explore more than 400,000 travel experiences, everything from simple tours to extreme adventures, and all the niche, interesting stuff in between.



\$1.89B
in revenue



460M
unique monthly
visitors



1B+
total reviews and
contributions on
the platform



43
languages
and countries

Our AI transformation guardrails

- Start with business program, not tech trend
- Voice first strategy
- AI as enabler, not replacement
- Unified platform
- Fast time to value non-negotiable

“

If your only objective is to have AI and hope good things will happen, they probably won't – and you'll wind up with a really bad investment.

Technology must generate more revenue or reduce cost – otherwise it is a hobby.

The team identified use cases where agents added limited value: information retrieval, identity verification, and logistics lookups.



Business problem



Measurable goal



Technology fit



Controlled test



Scale

Governed transformation · not experimentation theater

The problem was not simple call volume

Tripadvisor's challenge is high-volume, information-intensive support across fragmented data and supplier ecosystems – especially in tours and experiences, where one simple question can trigger a complex back-office choreography.

A traveler in Barbados

“Where is the glass-bottom boat picking us up tomorrow morning?”

Answering means checking the supplier website, calling the operator, waiting for updates, and reconciling pickup logistics across systems – sometimes while the customer is on the line.

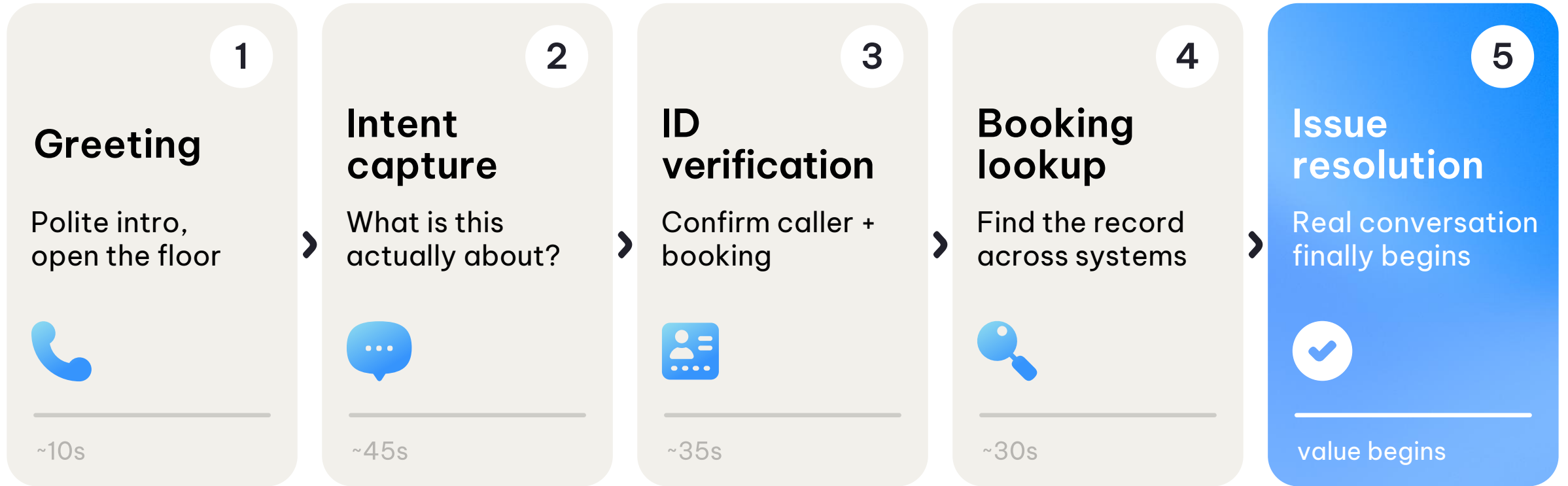


One question · many hidden dependencies



Before Vesper, every call started the same way

Manual intent capture and identity verification consumed about two minutes before agents could begin resolving the actual issue – at seasonal scale



~2 minutes of setup work performed manually on every single call, every summer peak.

Meet Vesper

Tripadvisor's branded AI voice agent – built to make the first moments of every call smarter, calmer, and more useful

Branded service layer

Not a bot bolted on.
A voice inside
Tripadvisor's
operating model.



Understand

Natural-language intent capture in seconds.



Verify

Confirms identity before disclosing account data.



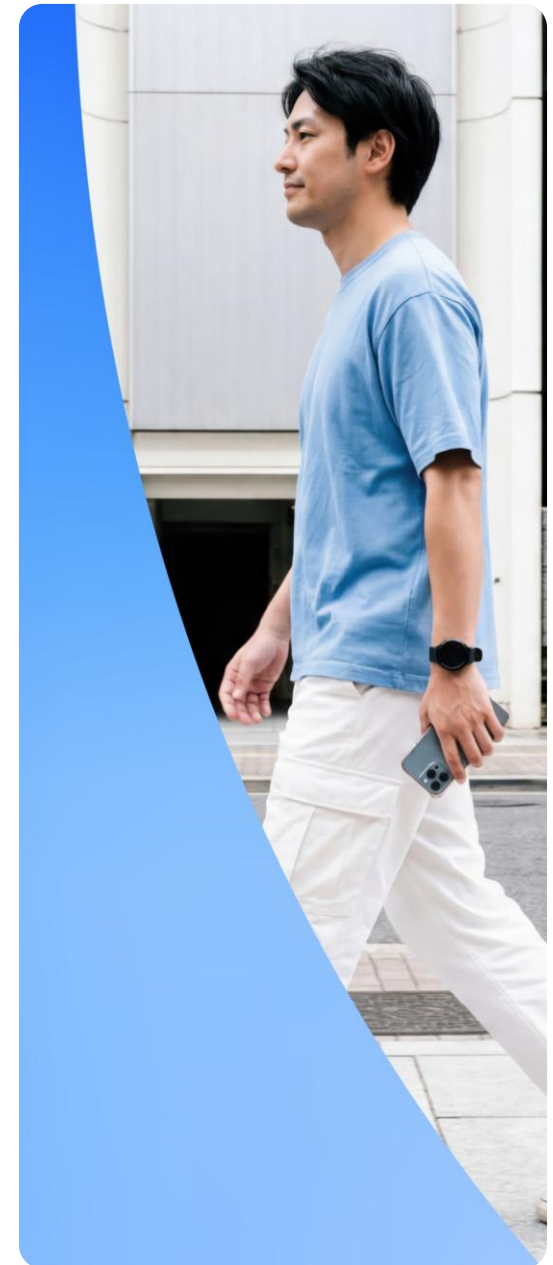
Retrieve

Parallel lookup across booking + supplier data.



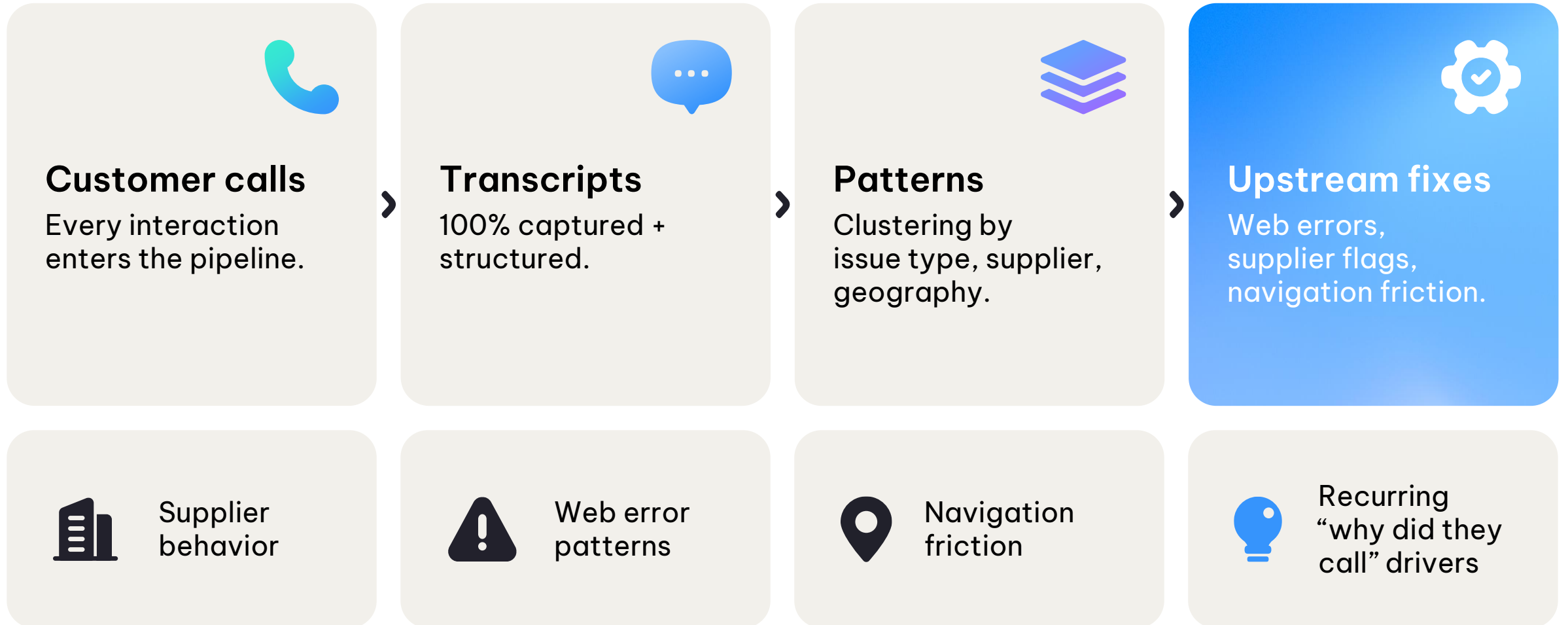
Handoff

Agent receives the full context – no re-explaining.



Every call becomes an insight engine

Vesper gives Tripadvisor a new analytical layer – across customer demand, supplier behaviors, and avoidable contact drivers



Why NiCE

Single Global Platform at Scale

- One Platform
- One Source of Truth. From 17 Vendors to 3
- Global Scale, Centrally Orchestrated
- Future Ready

AI Capabilities

- Agentic AI, already in production that allows for geographic scale: 24/7 across 70 Languages
- The Full Stack: From Copilots to Agentic AI
- AI Embedded in Every Interaction, at Enterprise Scale

Track Record

- Sustainable Partnership
- Speed to deploy
- The Proven Standard in Enterprise CX AI
- 11 Years a Gartner Magic Quadrant Leader
- Trusted by the World's Most Demanding Brands

Tripadvisor's 2026 AI investment roadmap with NiCE Cognigy



NiCE
World

Outreach alert



Proactively communicate regional disruptions that may impact customers.

Customer sentiment



Identify friction points across the customer journey for continuous improvement.

Bi-directional translation



Expand language capabilities and make support more accessible across regions.

Digital channels support



Expanding in-destination support across more channels.

Scale Customer Outcomes

Arun Chandra, COO

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The NiCE growth engine

Own the customer
engagement layer



Orchestrate
the intelligence



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Monetize
the platform



Driving value for customers and NiCE



Faster time-to-value for customers

Over the past 12 months, we've been investing in building **AI domain expertise**, **pre-built frameworks**, and **partner scale worldwide** to provide faster and greater customer value

AI domain expertise



An AI Center of Excellence pre-validates CX knowledge and best practices, driving faster, measurable outcomes.

- AI strategy & design patterns
- Governance & best practices
- Cross-customer benchmarking

Pre-built frameworks



Operational blueprints, AI accelerators, and automation tools cut deployment time and lift first-run success.

- Pre-built integrations & APIs
- Agent assist & copilots
- Workflow automation accelerators

Partner scale worldwide



Leading GSI partners and certified implementation services partners accelerate global delivery at scale.

- Relationships with G1000 accounts
- Advisory, implementation and managed services
- Global delivery & language coverage

NiCE Labs

Together, these three pillars create a **structural advantage**—reducing time-to-value and accelerating revenue recognition.



NiCE World

Enterprise-grade partner ecosystem for CX AI

Breadth and depth that turn NiCE's platform into compounding customer value

Breadth—the full ecosystem

Global Systems Integrators

Accenture, Deloitte, Capgemini, PwC & more drive large-scale transformations.

Certified delivery partners

200+ services partners certified on NiCE methodology & standards around the world.

Technology Alliances & ISVs

Partnering with leading tech companies. 180+ DEVone ISV apps for the platform.

Distribution & resellers

400+ active regional sales-focused reseller and referral partners across 150+ countries.

Depth—what they bring

2300+ Technical certifications

CX AI expertise

Partners around the world are trained and certified on NiCE CX AI solutions.



70+ New Integrations created in the last 12 months

Technology Alliances & ISVs

AWS Marketplace, Epic, Microsoft, ServiceNow, Salesforce, Snowflake.



70% of CXone new enterprise ACV is partner-led

Winning customers

Partners bring new opportunities and influence enterprise buyers.



Together: a partner ecosystem that scales with customers and **multiplies the value** NiCE's platform delivers.

NiCE World

Leading GSI partners are validating NiCE

Leading GSI partners are investing in and scaling NiCE delivery capabilities, validating our commercial opportunity.

Fully integrated AI

Only NiCE delivers AI-native voice, digital, and orchestration on one platform.

Enterprise-grade CX

The leading platform for large-scale contact center and CX transformation.

Validated commercial opportunity

Increased number of enterprise customer joint wins across industries and geographies.

Proven, repeatable services model

Increased co-delivery and growing partner certification enables scale.

WORKING WITH



THE EVIDENCE

3.6x
ACV growth YoY

12-month trailing

NEW ENTERPRISE WINS WITH GSIs

- Top 10 US bank
- 2 of the largest US healthcare providers
- 2 large central government agencies
- Largest US pharmacy
- Other large wins in:
 - Financial Services
 - Insurance
 - Energy & Utilities
 - Transportation
 - Technology
 - Government
 - Telco

Why Accenture leads with NiCE—and how it compounds

This creates a compounding flywheel: more deployments → more expertise → better outcomes → more expansion

3 reasons Accenture leads with NiCE

1

Enterprise-grade CX offerings

The only comprehensive CX platform with full enterprise capabilities—built for the scale, security, and complexity that global enterprises demand.

2

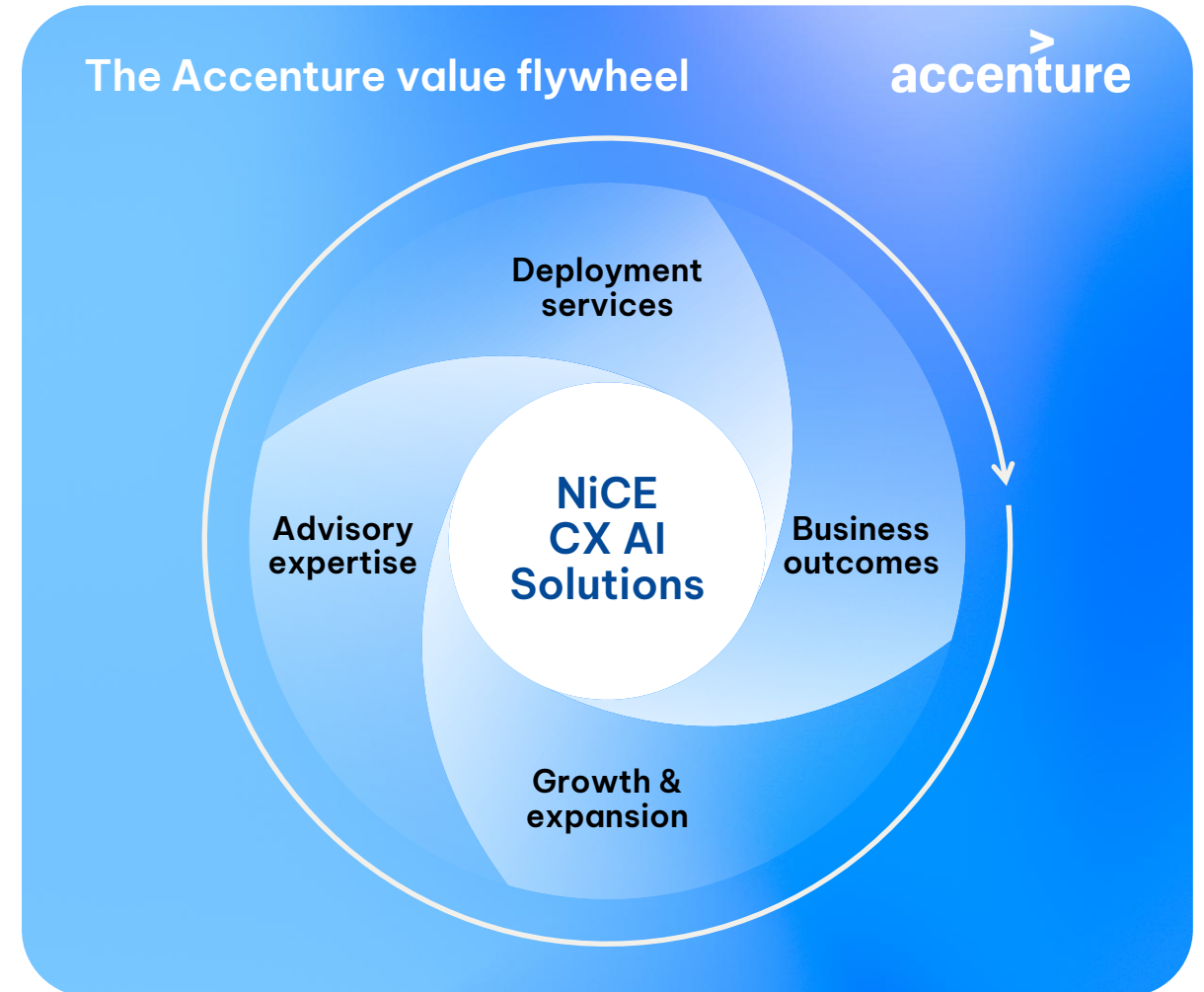
Most comprehensive AI approach

AI built into every product layer, plus the industry's most advanced AI Agent solution—the only provider with a fully integrated AI-first CX platform.

3

Driving transformational deals

Powering large, multi-year customer transformations across industries—the scale and complexity that only NiCE and Accenture can reliably deliver together.





John Bolze

Senior Managing Director
CX Solutions & Ecosystem

Monetize the Platform

Beth Gaspich, CFO

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The NiCE growth engine

Own the customer
engagement layer



Orchestrate
the intelligence



Deliver
the outcome



Scale customer
outcomes



Monetize
the platform



Monetizing every interaction on a single platform

NiCE CXone

Pricing Models



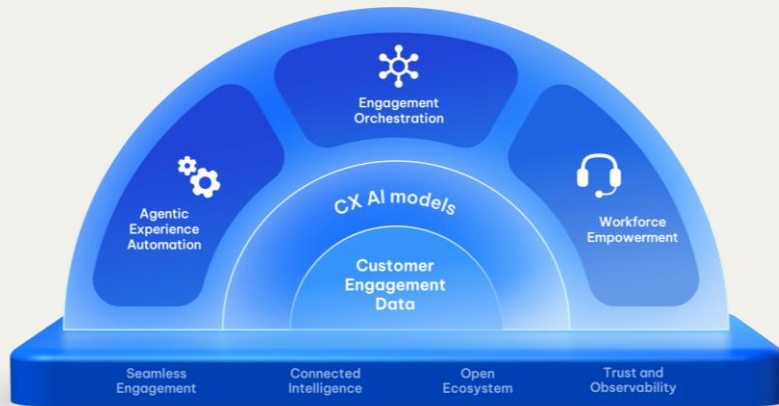
Human-led Seat based

Per-agent licensing tied to human agent headcount



AI-led Consumption-based

Scales with AI interaction volume and platform utilization



Q1 2026 Cloud Revenue

Total cloud revenue growth YoY

+14.6%

CX AI & self-service cloud revenue YoY

+66%

AI mix expanding:

8% → 14% of cloud revenue over 8 quarters

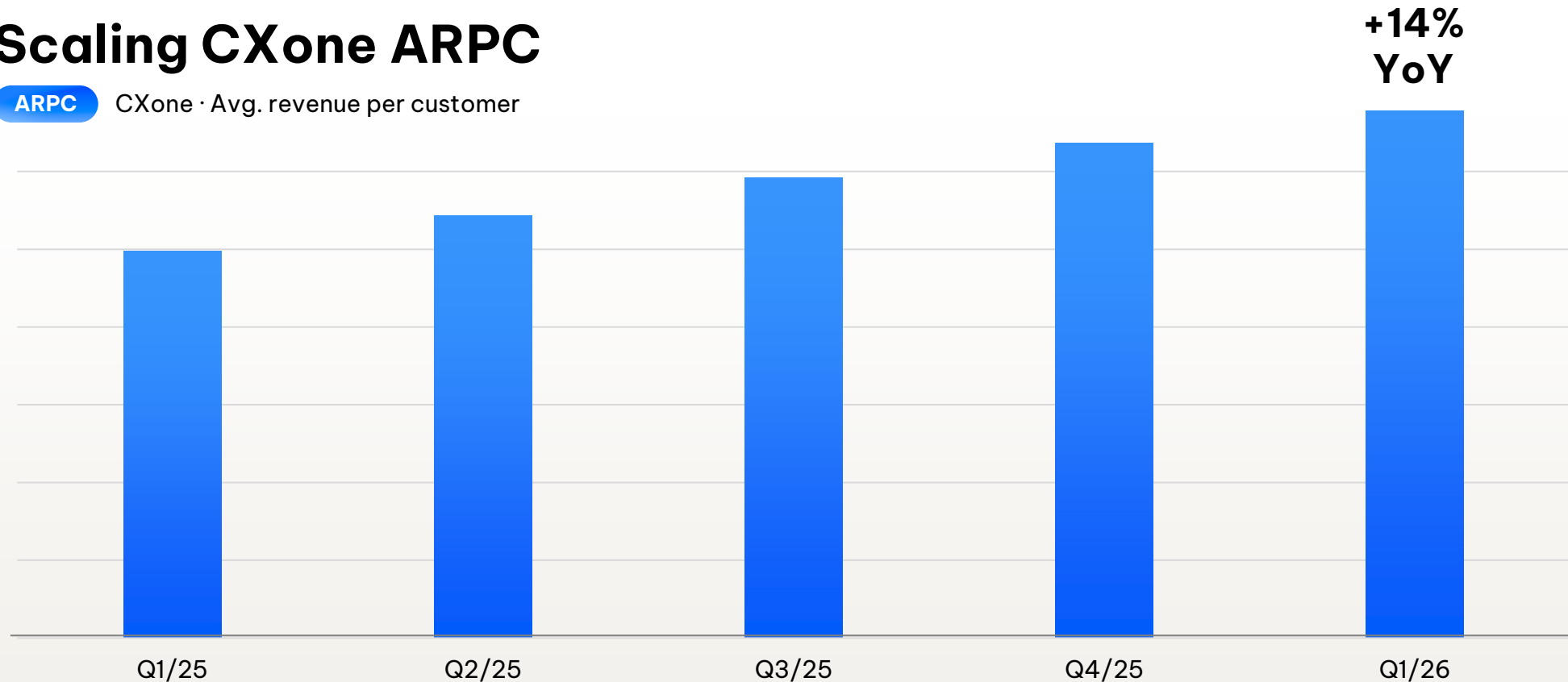
A unified commercial model monetizing both human and AI interactions within a single ARR envelope.

Capturing more value per CXone customer

Per-customer economics have expanded consistently, underpinned by user growth, enterprise mix shift and multi-product adoption.

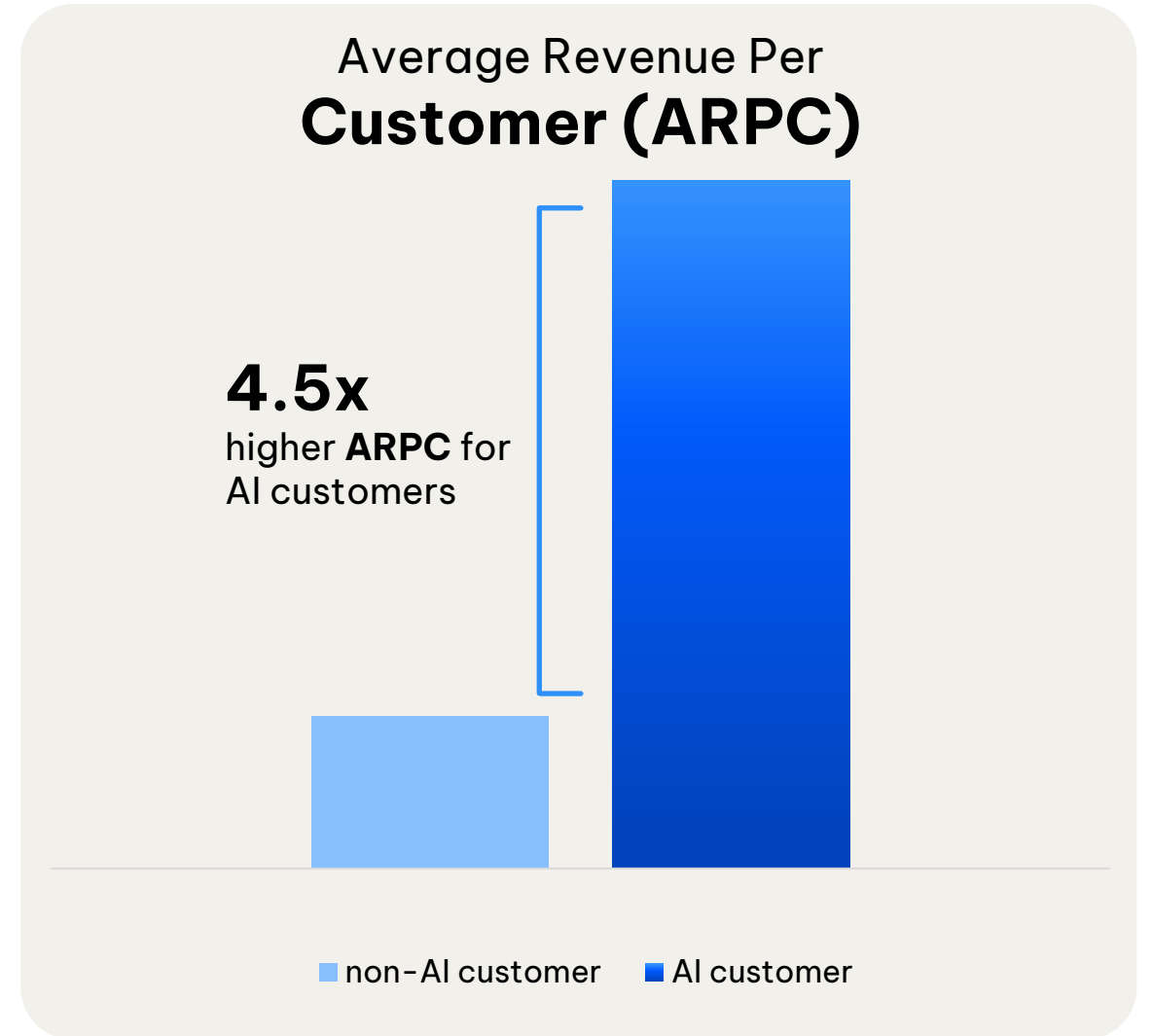
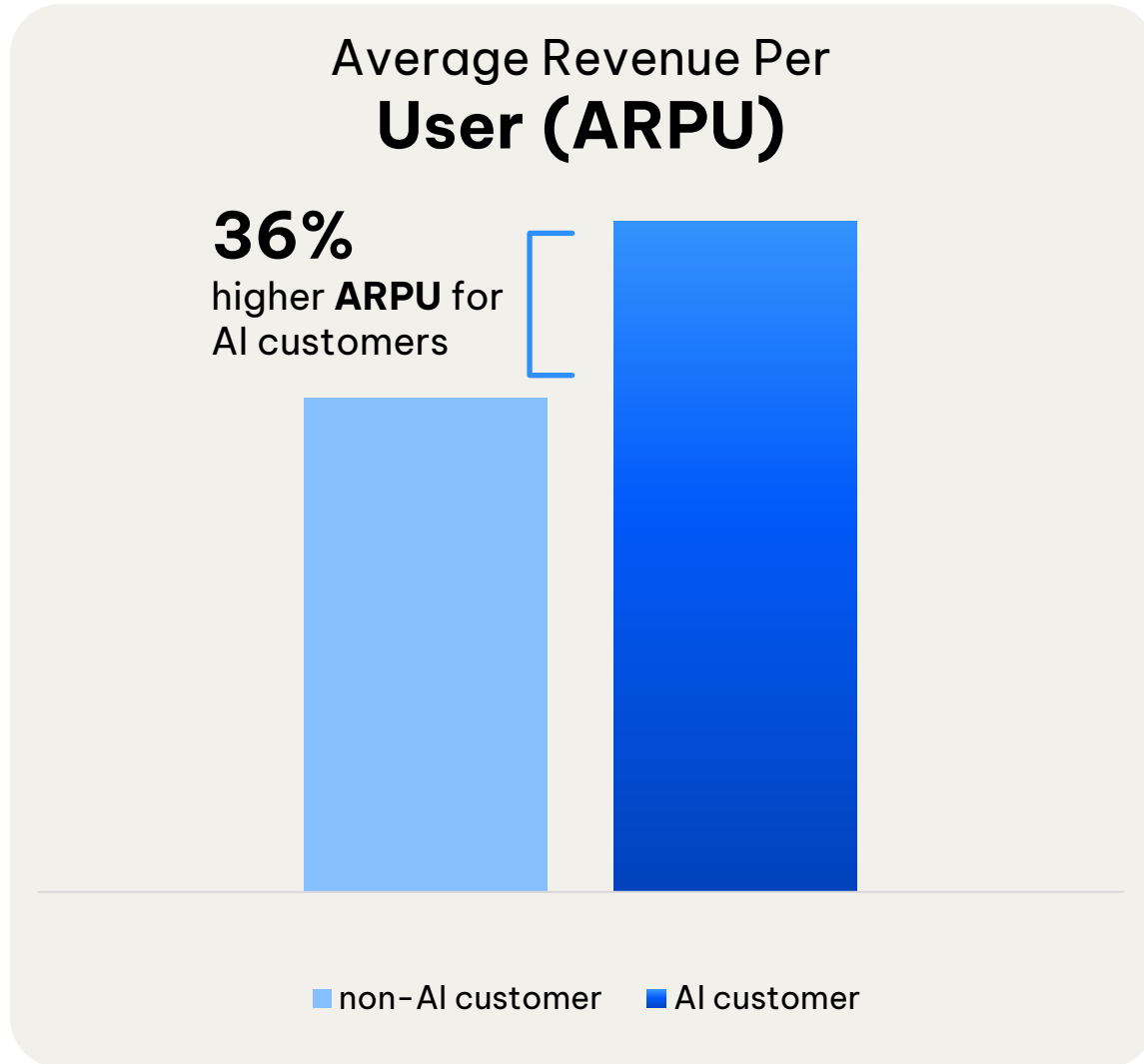
Scaling CXone ARPC

ARPC CXone · Avg. revenue per customer



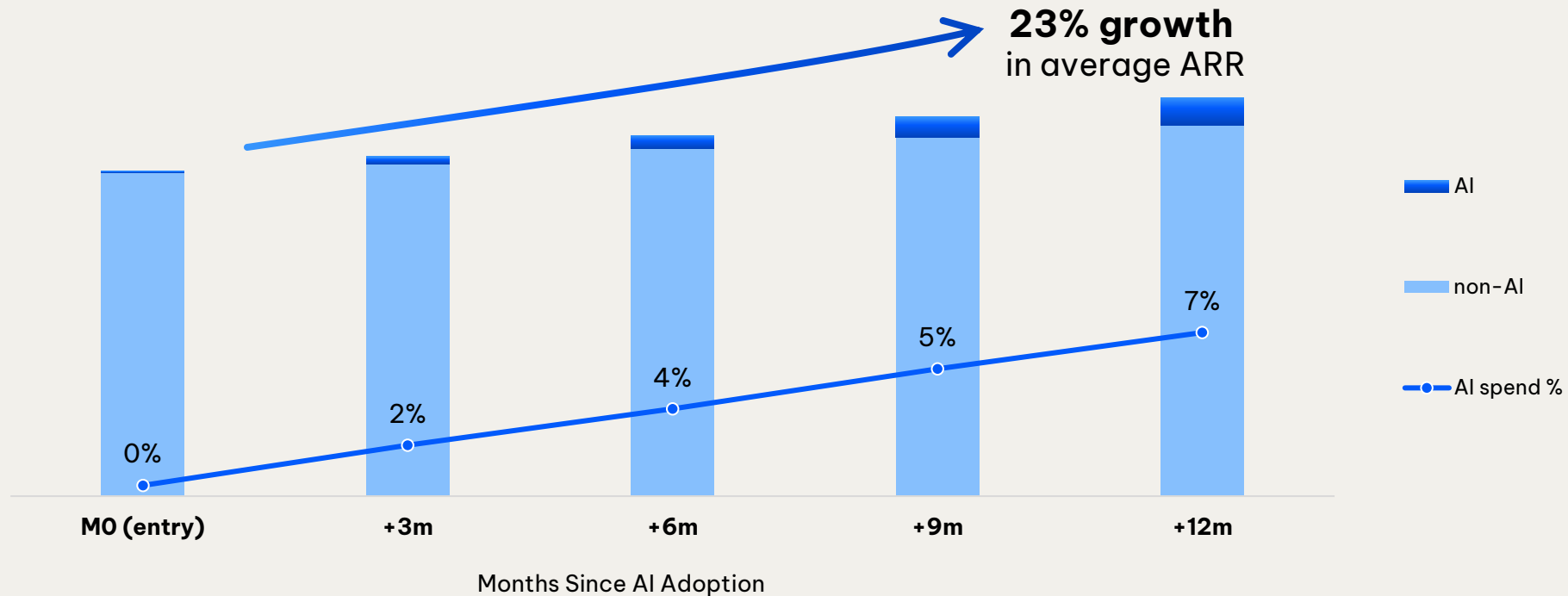
Expanding customer-level monetization

Value accretion of CXone AI customers



Land and expand: AI adopters increase AI spend

Average ARR of existing CXone customers that have added AI since 2024

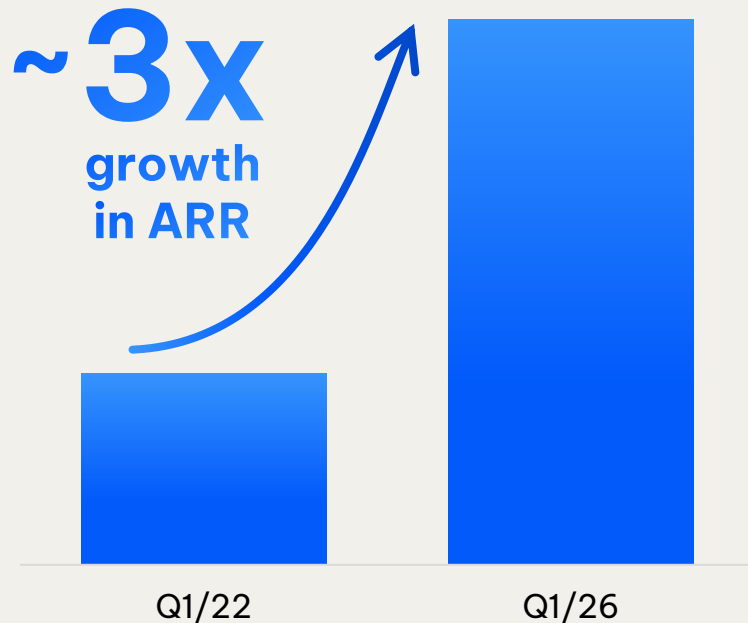


Early Innings in AI: Achieved before Cognigy contributes meaningfully to CXone installed base.

NiCE Cognigy adds a further growth layer

Deepening relationships drive durable growth

Avg. ARR per 2022 Cognigy Customer cohort



Growth driven by both new logos and proven stickiness

~3x

customer growth

since Q1/2022-NiCE Cognigy Standalone

100%

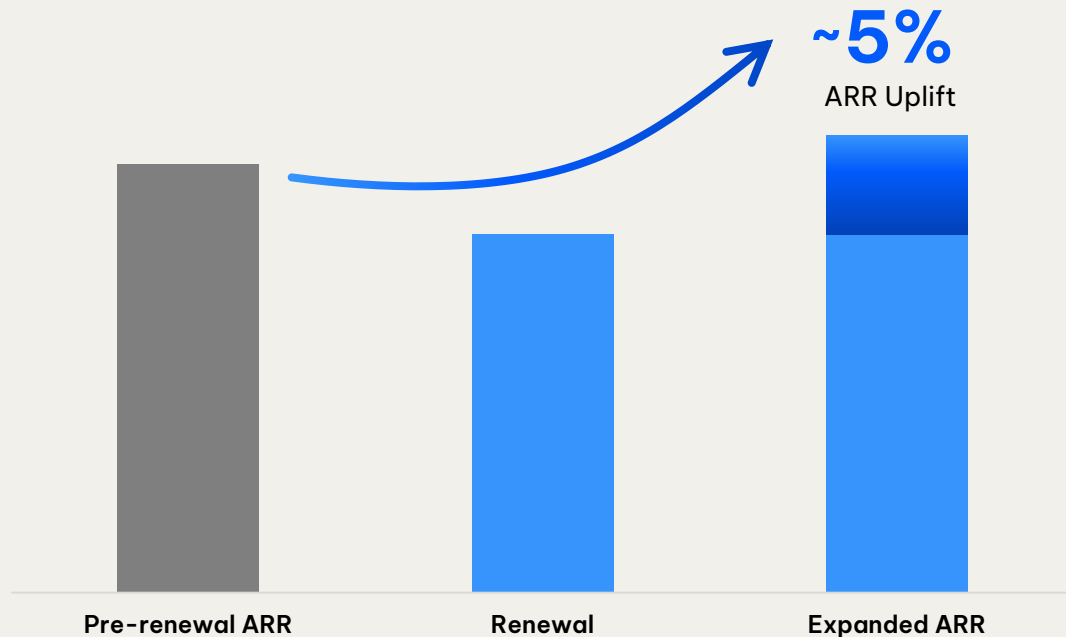
enterprise logo retention

last 3 years

Strategic renewals drive AI-first ARR growth

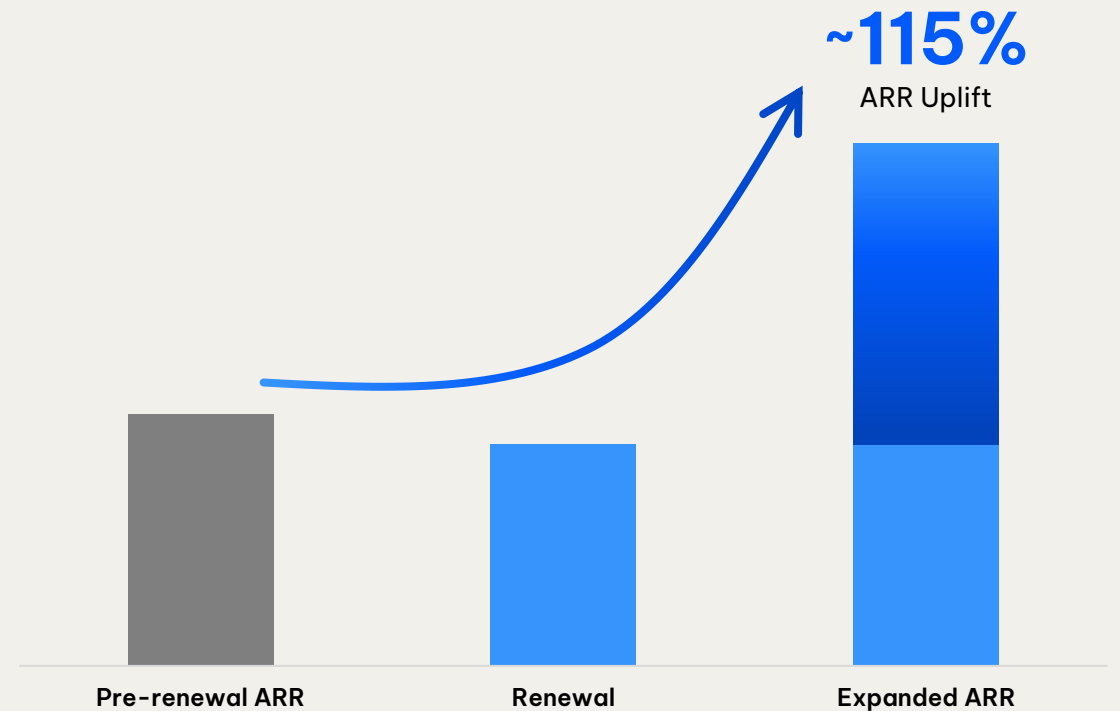
Fortune 50 Enterprise | 8-digit ACV

Strategic repricing enables AI and platform expansion, driving ARR above pre-renewal levels



Utilities Enterprise | 7-digit ACV

Strategic repricing accelerates AI adoption, driving ARR to ~2x pre-renewal levels

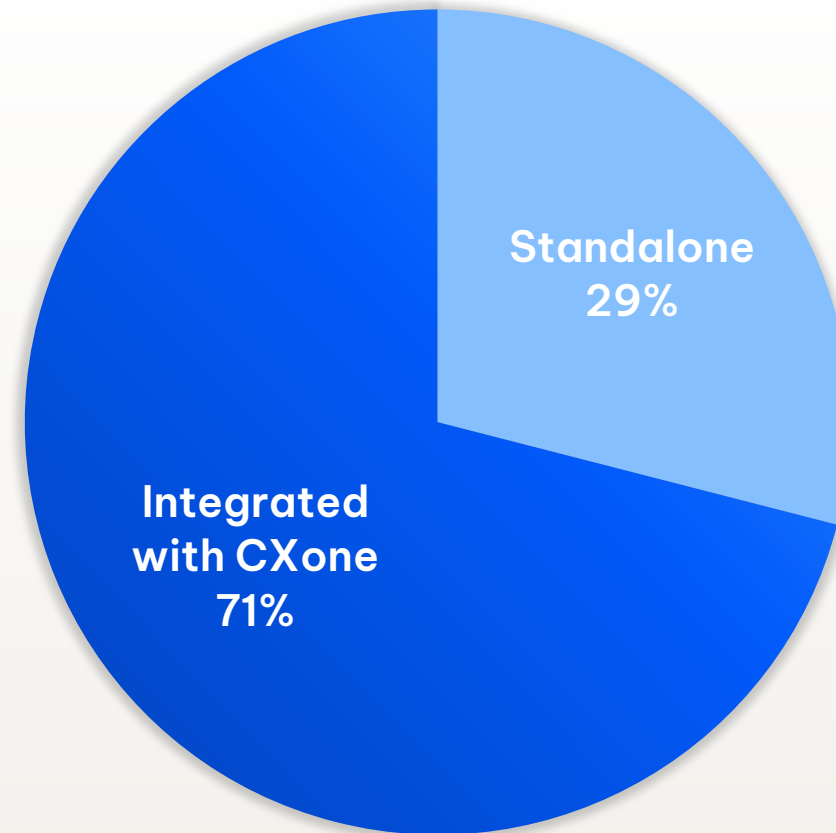


Strategic AI Focus: Reduction in near term ARR commitment in exchange for unlocking long term AI adoption uplift.

NiCE Cognigy cross-sell opportunity to accelerate

Cognigy New Bookings Mix (%)

Q1/2026



The NiCE growth engine

Own the customer
engagement layer



Orchestrate
the intelligence



Deliver the
outcome



Scale
customer
outcomes



Monetize
the platform





NiCE
World

Thank You

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