



Mobile and Chat Web SDK

Secure chat, inside **your** mobile app.

Meet customers inside your app with secure, encrypted NiCE chat – native or cross-platform. They can reach your agents and bots, via Live Chat or asynchronous Messaging, as easily as they'd text a friend.

Use our ready-made UI for a complete, modern interface out of the box, or build your own to perfectly match your app. In either case, pre-built business logic does the heavy lifting, so your team can ship faster.

Why it matters

Value across the customer journey

For customers

Chat anywhere, anytime

Customers have Live Chat for real-time help or text Messaging for replying when it's convenient – all securely and seamlessly embedded inside your app.

For agents

One consistent workspace

Chats from your mobile app reach agents like any other CXone interaction – the same routing, quality management, and analytics – for a consistent agent experience and complete customer context.

For the business

Engagement, on-brand

Drive conversions across acquisition, upsell, care, and support – while keeping full control of the look and feel so that it perfectly matches your product.

Choose your SDK

How is your app built?

Native iOS & Android

Mobile SDK

Swift (iOS) · Kotlin (Android)

The best option for native apps. It includes a ready-to-use UI/UX module: a complete, modern, market-standard interface supporting every feature.

Cross-platform & hybrid

Chat Web SDK

JavaScript / TypeScript · React Native · Other JS frameworks

For apps built in JavaScript, not native code. Build upon a basic UI or create your own for a fully customized user experience.

How it works

A real in-app support journey

From first message to wrap-up, secured end to end, configured to meet your needs.

[Watch the demo](#)



1. Secure sign-in

Authentication protects your customers across different devices.



2. First touchpoint

A personalized welcome message and a pre-chat survey to capture context.



3. Chat & get help

A live agent or a bot is always on hand to support your customers.



4. Share securely

Images, files, videos and voice messages are encrypted in-channel.



5. Stay notified

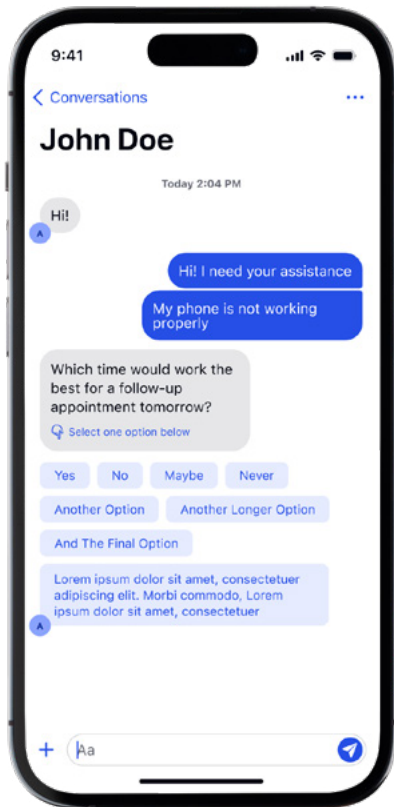
Push notifications for new messages ensure customers won't miss anything.



6. Wrap up

Customers can immediately share feedback, get a transcript, or start a new chat.

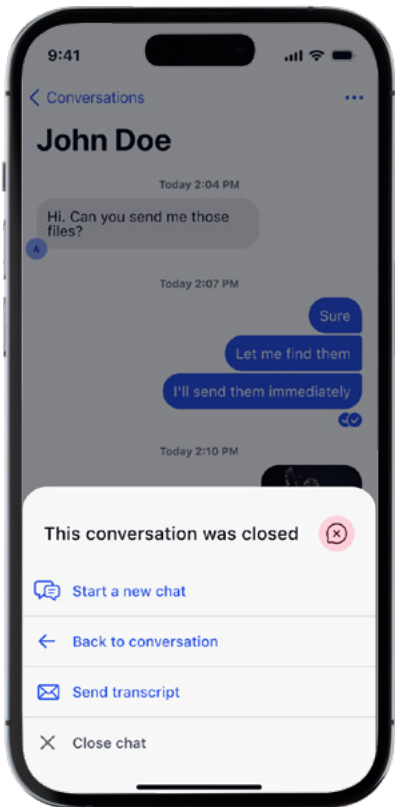
Capabilities in action



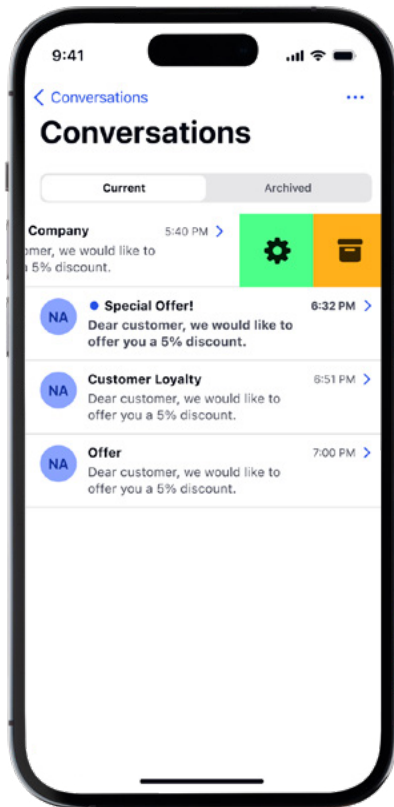
Chat with rich messaging



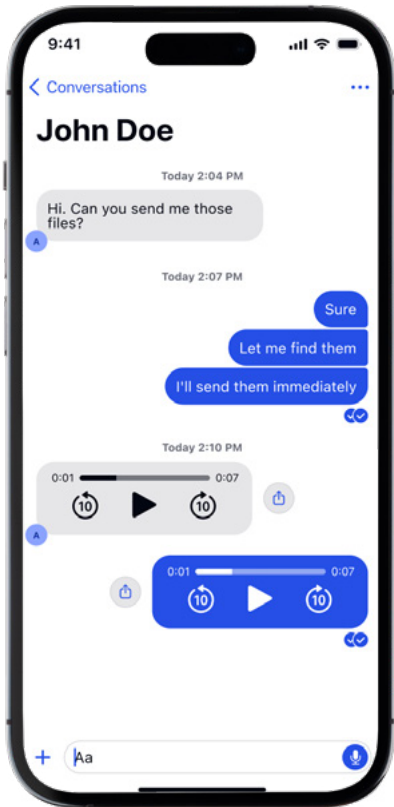
If the chat is offline



Post-conversation options



Multi-thread messaging



Voice messages



Capabilities & Benefits

What you get with each SDK

Mobile SDK

- Ready-to-use UI/UX module – a complete, modern, market-standard interface
- Colors that can be set to match your app
- Native push notifications and device features (camera, files, voice)
- Fastest path to launching in-app chat – the least for your team to build

Chat Web SDK

- Full UI freedom – build your own UI exactly the way you want
- Basic sample UI for starters or build your own from scratch
- Works with React Native, React, and other JS frameworks
- For adding chat when you don’t have a native iOS / Android app

Both SDKs include

Live Chat & async Messaging · single or multi-thread · rich messages (quick replies, list & time pickers, rich links) · attachments (images, video, documents, voice) · welcome, pre-chat & satisfaction surveys · conversation history & transcripts · OAuth 2.0 with encrypted traffic · routing, quality management & analytics · and much more...

Decide

Mobile SDK or Chat Web SDK

	Mobile SDK · Primary for mobile	Chat Web SDK
Best for	Native iOS & Android	Cross-platform & hybrid mobile apps
Languages	Swift & Kotlin	JavaScript / TypeScript – React Native, React, Angular & more
User interface	Ready-to-use UI/UX module – a complete modern UI, colored to your specs	Build your own UI or start from a basic sample
Channels	Live Chat & Messaging, single or multi-thread	Live Chat & Messaging, single or multi-thread
Implementation	Medium – Partner-delivered; package required	Medium – NiCE Professional Services or a partner

Technical requirements

What your team needs



iOS

- iOS 16 or later
- Developed in Swift
- Mac with Xcode installed



Android

- Android 8.0 or later (API 26+)
- Developed in Kotlin
- Android Studio installed



Cross-platform

- JavaScript / TypeScript 4.9+
- React Native, React & other JS frameworks
- Modern JS runtime (ES2022)
- Custom bundler (webpack, CRA)



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

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