

FedRAMP-Authorized Contact Center for Government

Government agencies need a CX AI platform that meets the highest bar for security and compliance – **NiCE CXone was the first to earn FedRAMP ATO.**

Why government agencies trust NiCE CXone

- FedRAMP Authorized at the Moderate Impact Level and the first CCaaS provider to earn a FedRAMP ATO.
- NiCE has the most FedRAMP Authorized applications among CX solutions.
- Continuous FedRAMP Moderate authorization since 2018, meeting 300+ security standards and supporting 12+ agency ATOs.
- Guarantees a 99.99% uptime platform SLA, backed by financial assurances.
- Meet-and-exceed compliance, including SOC 2 Type II, GDPR, CPNI, HIPAA, PCI DSS, and ISO 27001.

Proven across every level of government

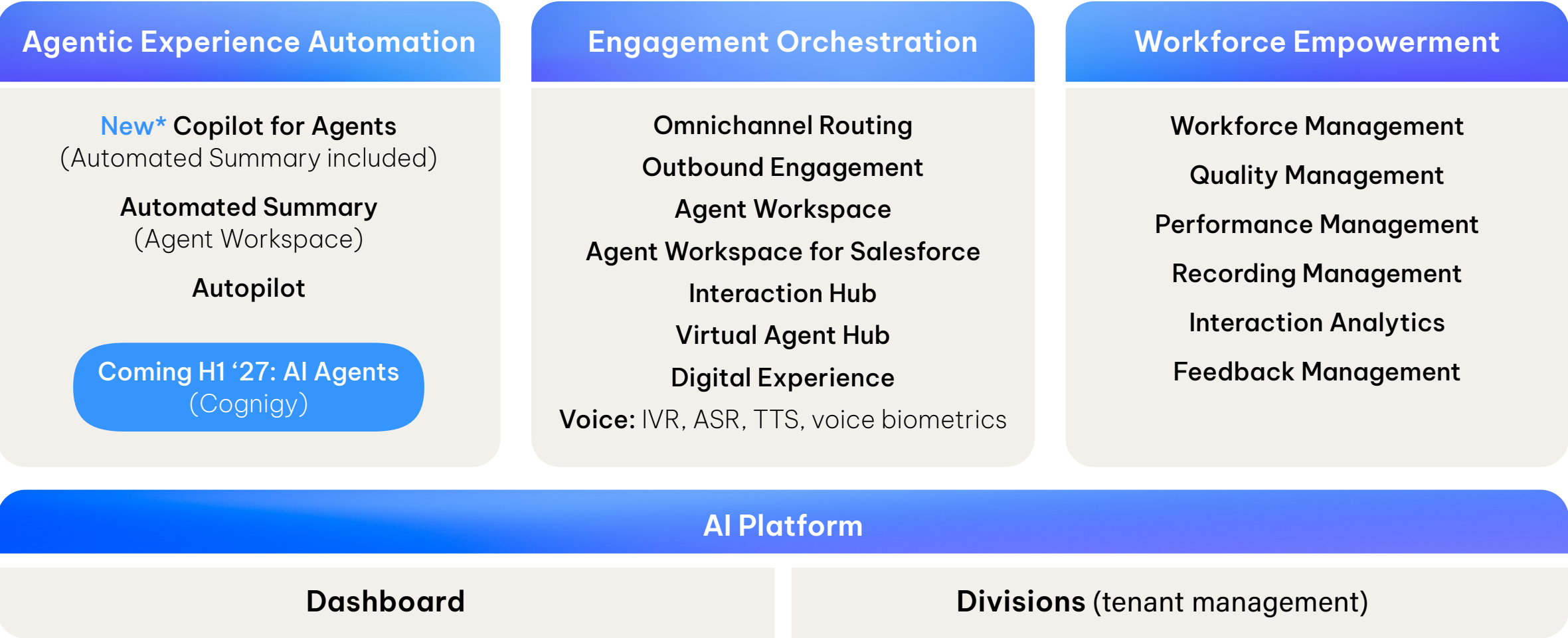
NiCE CXone was the industry’s first true cloud contact center to receive [FedRAMP Authorization to Operate](#) and remains authorized at the Moderate Impact level since 2018. With 35+ FedRAMP-authorized applications, CXone gives agencies the broadest FedRAMP-ready CX footprint of any CCaaS provider. From city and county offices to state and federal departments, NiCE CXone helps agencies modernize citizen engagement without compromising security. To learn more, visit [NiCE FedRAMP Authorized Contact Center](#) ➔

Reliability built for mission-critical service

When choosing your Customer Experience Platform, you need a solution you can rely upon and trust. The architecture and controls employed by NiCE CXone form the foundation for a robust 99.99% availability service level agreement (SLA), back by financial assurances. With this level of reliability, government agencies can safeguard against session losses caused by infrastructure failures and protect personal citizen data through consistent backups and flexible data storage options. To learn more visit [NiCE Reliability and Platform Uptime](#) ➔

FedRAMP Authorized Platform for Customer Experience

FedRAMP Moderate and TX-RAMP Certified



Customer story



Facing seasonal surges of up to 1,500 agents during open enrollment, FedPoint chose CXone for its FedRAMP Authorization to Operate and proven ability to scale securely on demand.

With CXone, FedPoint handled 500,000 calls in just 20 days, cut average speed of answer from 35 to 15 seconds, and lifted agent quality scores – turning everyday support into a strategic advantage.

To learn more visit [FedPoint Elevates Customer Experience with Scalable Insights from CXone](#) ➔

NiCE CXone Security and Compliance Model for Government



Network Security

- Firewalls, IDS/IPS and continuous monitoring
- DMZ for internet-facing application servers
- Regular vulnerability scans and threat tracking
- AWS security controls and more



Compliance & Certifications

- FedRAMP Moderate
- SOC 2 Type II, GDPR, CPNI
- HIPAA, PCI DSS, ISO 27001 and more



Storage Practices

- File integrity monitoring
- Strong encryption at rest and in transit
- Centralized key management
- Strict data management policies and more



Monitoring & Management

- 24/7/365 NOC and Cyber Security Ops Center
- Monthly and emergency patch management
- RBAC and risk management process
- Secondary operational site and more



Application Design

- Secure software development lifecycle
- QA, unit and regression testing
- Redundant, fault-tolerant design
- MFA, FIM, SSO and more

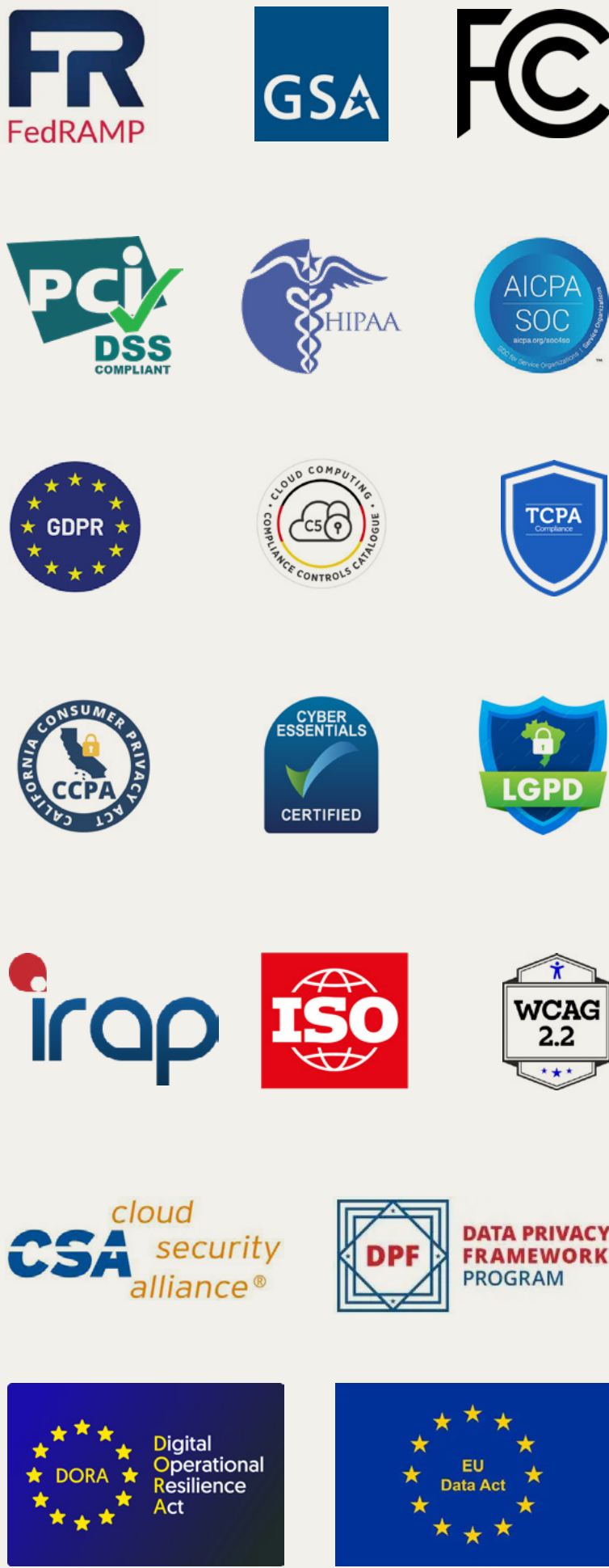


Physical Security

- Redundant equipment and network design
- Geographically diverse data centers
- 24/7/365 multi-layer security access
- Emergency generators and more

The NiCE CXone Security and Compliance model details the controls used to protect government data across every layer of CXone infrastructure – from physical facilities to continuous network monitoring – supporting the FedRAMP Moderate baseline and aligned NIST SP 800-53 control families.

Compliance and Certifications



To learn more visit [NiCE Compliance and Certifications](#) →

NiCE

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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