

NiCE Voice Services

Voice and connectivity services tailored to your unique needs

NiCE Voice Services is a contact center connectivity suite delivering quality optimized cloud voice and data services that enable quality connections between agents and customers, while allowing organizations to save money through a low latency, optimized, least-cost routing mix on a global scale. Customers can access global, carrier-grade, cloud-integrated voice services in more than 150+ countries with confidence, backed by a guaranteed money-back SLA based on Mean Opinion Score, all designed to save contact center operators money by employing lowest cost call routing and enhanced failover capabilities to drive a superior customer experience.

A true all-in-one cloud connectivity provider

IT teams are overwhelmed with enterprise voice, often self-managing multiple vendor contracts, connectivity options and “last-mile” connectivity issues. NiCE Voice Services integrates software, infrastructure and telephony into a single harmonic solution that connects agents and customers through high quality voice, leveraging a team of voice experts to create custom routing and connectivity solutions.

- Streamline operations with a single, open channel of communication, reporting system, contract, and partner.
- Customized plans to ensure that you have the most cost-effective connectivity strategy to meet your needs.
- Ensure quick setup and easy changes with rapid deployment and maintenance through a preintegrated carrier network.
- Fully redundant active/active topology geographic redundancy provides 99.99% platform availability across regions with no loss of voice calls during failover

Connect clearly every time

Poor voice quality is one of the quickest ways to negatively impact the customer experience. NiCE Voice Services offers carrier-grade voice quality that you can monitor in-house with a money back guaranteed SLA based on a Mean Opinion Score (MOS) of 4.0 and above with an average of 4.3. Use our Voice Quality Metrics monitoring to ensure:

- Full visibility into voice quality issues that can be segmented by business unit, site, team, agent, etc.
- Ability to identify and react to issues on the remote agent side with agent level data such as line type, Internet Service Provider (ISP), location, Round-Trip Time (RTT), bit rate and more.
- Active monitoring based on industry-leading indicators and methodologies (e.g. MOS/PESQ/PEAQ) ensure reliable carrier-grade voice quality.

Local presence, global reach

Through a robust routing mix of Internet Service Providers, NiCE Voice Services ensures call quality and connectivity nearly anywhere. Points of Presence (POPs) networked globally ensure that calls don’t have to traverse multiple continents and risk degradation, so teams can connect in-region with carrier-grade clarity around the world.

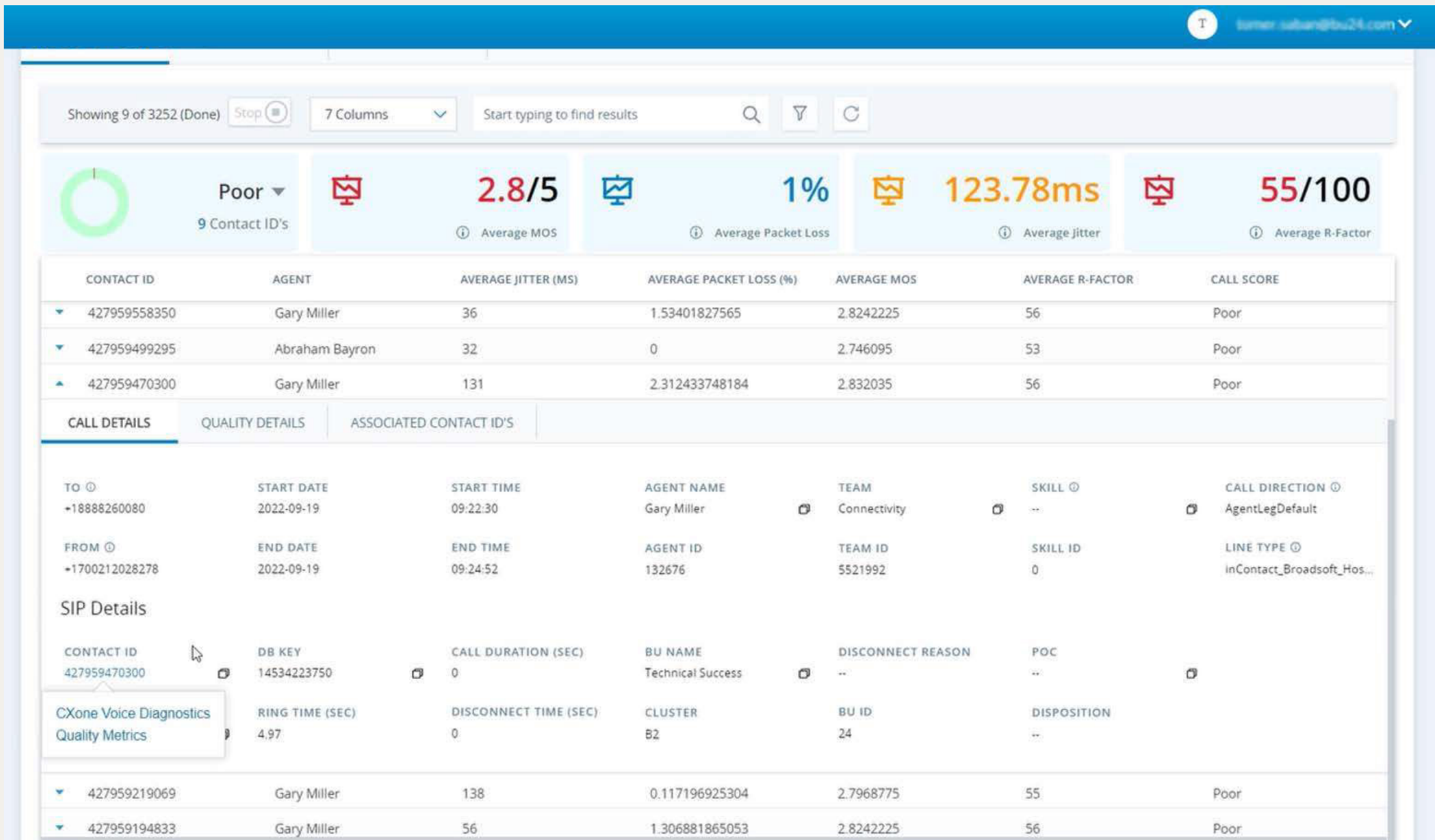
- Global toll-free services provide country specific numbers in 100+ countries.
- A robust mix of ISPs and network options saves contact centers money on long distance rates.
- Follow-the-sun routing connects customers in the same region as your agents

Benefits

- Improved customer experience with consistent high quality voice calls for contact centers of all sizes.
- Reduction in dropped calls or abandons due to poor voice quality.
- Connect customers locally all across the globe using country specific toll-free numbers and follow-the-sun routing.
- Identify and correct voice quality issues quickly with real-time monitoring of voice quality metrics across contact center and remote agents.
- Reduce communications expenditures by working with NiCE versus multiple partners/carriers.



Voice Quality Metrics



Full visibility into voice quality for fast identification and resolution of issues.

A dedicated voice connection to your customers

Don't let the public Internet deter call quality and negatively affect customers experience. By using one of multiple dedicated connection options via private network, NiCE Voice Services can help prevent dropped or abandoned calls due to voice quality issues.

- Superior call quality through an everexpanding routing mix of ISPs means your call often stays off the public internet
- Dedicated network connections rather than reliance on traditional VoIP over the public internet, for customers of all sizes.
- Better customer service KPIs as a result of fewer dropped calls or abandons due to frustration over call quality

Simple provisioning, streamlined management

Don't let the public Internet deter call quality and negatively affect customers experience. By using one of multiple dedicated connection options via private network, NiCE Voice Services can help prevent dropped or abandoned calls due to voice quality issues.

- Easy porting of numbers, provisioning services and ensuring compatibility
- Streamline support processes with single vendor for voice and contact center questions
- One vendor for telecom and contact center infrastructure with a single support number



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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Contact us

