Datasheet

NiCE UCaaS

Your entire organization, one click away.

NiCE UCaaS is a unified communications as a service (UCaaS) solution that facilitates organization-wide communication and collaboration in one omnichannel environment for optimal engagement. Combine UCaaS with the industry leading NiCE CXone platform and reap the benefits of significant cost savings. NiCE is your all-in-one communications provider. One contract, one point of contact for support, one click to the next conversation.

Upgrade your legacy PBX with an advanced telephony foundation that includes full-service global messaging and video collaboration. A host of pre-built CRM, UCaaS and messaging integrations make it easy to connect the workforce, all offered with a 99.99% availability guarantee.

Connect with convenience

Save time and operating costs with all-in-one Telco, UCaaS and CCaaS. No more time wasted downloading extra apps or fumbling from screen to screen to connect. Choose from clientless video conferencing to screen sharing and interactive whiteboarding to integrated chats on WhatsApp, Facebook Messenger or other messaging platforms. For organizations using Microsoft Teams, NiCE UCaaS provides low-cost phone numbers and full telephony services for both Teams and UCaaS users. NiCE UCaaS can be used in the background to run all the call routing configurations such as call flows, digital receptionists and reporting, and users can stay within Teams for all their day-to-day tasks. Meaningful conversations with ease and convenience means high productivity and improved customer experiences on the front end, with easy and affordable billing on the back end.



Professional grade UCaaS

The communications system of the future

Take the complexity out of your communications. Leave your on-premise PBX behind and elevate your organization's experience with full-service cloud PBX for business users. UCaaS delivers a modern, software based, open standards IP PBX, integrated softphones and clientless web conferencing. Both hard phone and softphone capabilities are supported, and existing phone numbers can be ported or new ones created.

Benefits

- Enhanced customer experience
- Reduced operational costs
- All-in-one pricing per user simplifies billing
- Faster time to resolution with single vendor solution

Key features

- Embedded video conferencing with screen sharing, interactive whiteboard +more
- App-free web conferencing
- Remote work enabled with iOS/Android apps
- Unified interface for chat, social, SMS messaging
- CRM integrations to Salesforce, Microsoft Dynamics, Hubspot +more

NiCE

Main PBX	Video conferencing	Live Chat & messaging	Enterprise features
Extensions	Quick Meet Link	Live Chat	Call Flow Designer Hot Desking
Apps: Windows and Web Client, iOS, Android	Polls	Quick Talk Link	Start/Stop Call Recording Rights
Phone Directory	PDF Sharing	WhatsApp Integration	Custom IP phone logo
Headset Integration	Screen Sharing	Facebook Integration	Microsoft 365 Integration
Deskphone	Remote Assistance	Chat Reports	Microsoft Teams Integration
Call Parking / Pick up	Whiteboard		CRM Integrations
Call Logging	YouTube Integrations		
Ring Groups			
Auto Attendant			
BLF Busy Lamp Feild			
Callback			
Time Conditions			

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.

www.nice.com

Contact us