



Open Cloud  
Foundation

Power Rapid Innovation

# The **trusted** enterprise-grade foundation for NICE inContact CXone

NICE inContact CXone Open Cloud Foundation is the enterprise-grade platform that empowers contact centers of any size to scale securely, deploy quickly, and serve customers globally. NICE inContact delivers the industry-best published service level agreement of 99.99%. We offer an extensive collection of pre-built integrations through our DEVone developer program, a large network of ecosystem partners. To help customers and partners create their own custom integrations, NICE inContact publishes the same RESTful APIs used to build our own applications, and provides an interactive developer community. NICE inContact offers the broadest level of certifications in the industry, including PCI Level 1, HIPAA, SOC 2, SOX, FedRAMP and others.



With NICE inContact CXone Open Cloud Foundation, you get:

- An extensive collection of RESTful APIs
- CXone pre-built integrations
- Access to the NICE inContact DEVone developer program and CXexchange marketplace

“The NICE inContact RESTful APIs were very easy to understand and consume. Using the sample code, I was very quickly able to understand and integrate the API into our iOS application code.”

Josh Wagner,  
Veracity Solutions

# Depend on unparalleled security, scalability and reliability

NICE inContact CXone Open Cloud Foundation helps contact centers of all sizes serve customers anywhere in the world, with the assurance of:



Certifications to provide maximum security for your data



The ability to scale up and down to accommodate seasonal needs



Industry leading uptime for systems and infrastructure

A man with a beard and a woman with glasses are sitting in front of a large window. The man is holding a tablet and looking at it, while the woman is looking at a laptop. The scene is brightly lit by natural light from the window.

A cloud platform you  
can depend on.

## Depend on industry-leading **reliability**

NICE inContact has the  
industry's best published  
service level agreement.

- 99.99% SLA uptime for systems and infrastructure
- Hot standby with immediate failover
- High customer satisfaction and a reputation for reliability - connected calls stay connected
- Minimize lost revenue - no more system or infrastructure downtime

## **Rely** on the highest security & compliance certifications

NICE inContact maintains  
various industry  
certifications to ensure  
that your cloud contact  
center solution provides  
maximum security.

- NICE inContact was the first cloud contact center vendor to join the Cloud Security Alliance (CSA)
- NICE inContact offers a Payment Card Industry ("PCI") Level 1 compliant environment under the Payment Card Industry Data Security Standards ("PCI DSS"), validated by an experienced 3rd party Qualified Security Assessor ("QSA")
- Other industry standards NICE inContact adheres to include: Service Organization Controls 2 (SOC2), Sarbanes Oxley Act (SOX), Federal Communications Commission regulations regarding Customer Proprietary Network Information (CPNI), Privacy Shield, Health Insurance Portability and Accountability Act (HIPAA), Section 508, FedRAMP; NICE inContact is registered with the Information Commissioner's Office ("ICO")



# Customize and integrate with ease

Essential for a complete contact center solution, NICE inContact CXone offers continuously expanded, updated, well-documented and tested application programming interfaces (APIs), as well as pre-built integrations and a wealth of partner solutions.

- NICE inContact publishes the same RESTful APIs for your use that our own developers use for building our product
- Developers receive anytime access to extensive, interactive documentation and support, at no additional cost through the NICE inContact DEVone developer program
- Includes the ability to execute APIs against your own data directly from the DEVone Developer Portal
- Provides access to the DEVone Developer Community to share knowledge and experiences with other customers, partners and NICE inContact programmers
- Pre-built integrations such as the NICE inContact CXone Agent for Salesforce streamline CRM integration, enabling deployment in a matter of hours, not days or weeks





# Scale globally, feel local

Deploy with flexible and multinational options.

- NICE inContact can provide toll-free and local numbers in over 100 countries
- Flexible cloud data storage options, including long-term archiving
- The ability to deploy locations and agents anywhere on the globe simplifies adding language support to your contact center environment
- NICE inContact CXone Agent and Central (including Reporting) interfaces are available in ten languages (Chinese, English, French, German, Italian, Japanese, Korean, Brazilian Portuguese, Russian and Spanish)
- CXone Chat interface is available in all ten languages supported by the Agent interface, plus Danish, Norwegian, and Swedish

# Transforming One-on-One Experiences in the Contact Center

NICE inContact CXone, the world's #1 cloud customer experience platform, helps organizations be first in their industry by powering exceptional experiences for customers and employees. CXone is the first and only platform unifying best-in-class Omnichannel Routing, Analytics, Workforce Optimization, Automation and Artificial Intelligence --all built on an Open Cloud Foundation. CXone helps organizations of all sizes be first and stay first, empowering your teams to move faster and work smarter. Be the first choice of customers, first to innovate, first choice employer. Only CXone delivers one unified experience, on one cloud native platform, along one proven path, from one leader.

**NICE** inContact **CXone**



#### OMNICHANNEL ROUTING

Connect Journeys  
Across Any Channel



#### ANALYTICS

Turn Insights Into  
Results



#### WORKFORCE OPTIMIZATION

Unlock Your Team's  
Potential



#### AUTOMATION & AI

Streamline Service  
Delivery



**OPEN CLOUD FOUNDATION**  
Power Rapid Innovation



## About NICE inContact

NICE inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. NICE inContact provides the world's No. 1 cloud customer experience platform, NICE inContact CXone™, built on an open cloud foundation that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. NICE inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: [www.NICEinContact.com](http://www.NICEinContact.com)

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