

## NICE inContact CXone Voice as a Service (VaaS)

Voice and connectivity services tailored to your unique needs

NICE inContact CXone Voice as a Service (VaaS) 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 130 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

Integrating software, infrastructure, and telephony into a harmonic solution

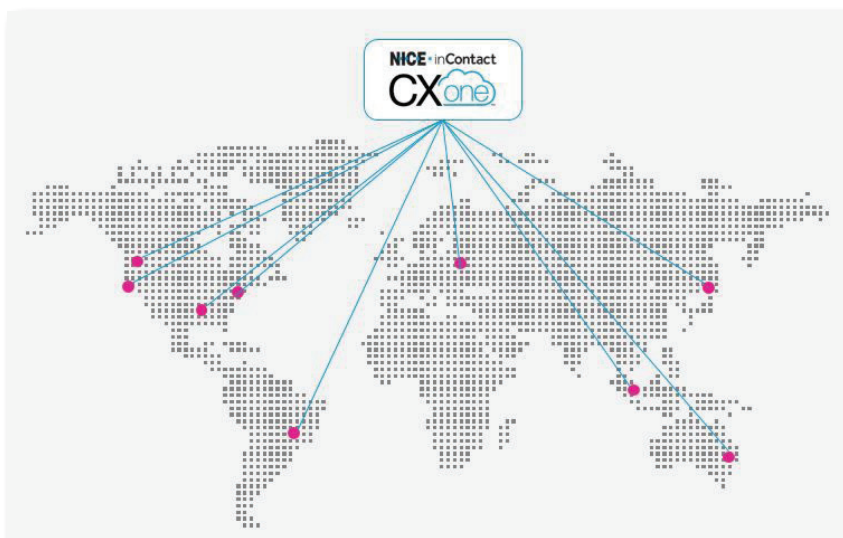
IT teams are overwhelmed with enterprise voice, often self-managing multiple vendor contracts, connectivity options and “last-mile” connectivity issues. CXone Voice as a Service integrates software, infrastructure and telephony into a single harmonic solution that connects agents and customers through 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 pre-integrated carrier network

### BENEFITS

- Experience a high level of voice quality previously only found by large companies spending big money.
- Better customer service KPIs as a result of fewer dropped calls or abandons due to frustration over call quality.
- Unify your global workforce with toll-free numbers and follow-the-sun routing.
- Reduce communications expenditures by working with NICE inContact versus multiple partners/carriers.

### CXone Voice as a Service Global Footprint



### Want to learn more?

Visit [niceincontact.com/call-center-software/voice-as-a-service](https://niceincontact.com/call-center-software/voice-as-a-service)

### Want to talk to one of our specialists?

Call 1-866-965-7227

### Want a quote?

Go to [get.niceincontact.com/get-quote](https://get.niceincontact.com/get-quote)

## Connect clearly every time

Poor voice quality is one of the quickest ways to negatively impact the customer experience. CXone Voice as a Service offers carrier-grade voice quality assessed by a third party with a money back guaranteed SLA based on Mean Opinion Score.

- An SLA for MOS score of 3.9 and above, averaging 4.3, accessed via a personalized view on the NICE inContact Trust Site.
- Fully redundant active/active topology geographic redundancy provides 99.99% platform availability across regions with no loss of voice calls during failover.
- 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, CXone VaaS ensures call quality and connectivity nearly anywhere on the globe. A global network of PoPs means that calls don't have to traverse multiple continents and risk degradation, meaning global teams can connect with clarity.

- Global toll-free services provide country specific toll-free numbers in 100+ countries
- A robust mix of ISPs and network options can save contact centers money on long distance rates
- A global network of strategically placed POPs provides carrier-grade connectivity options as calls remain in region
- Unify your global workforce with toll-free numbers and follow-the-sun routing

## A dedicated voice connection to your customers

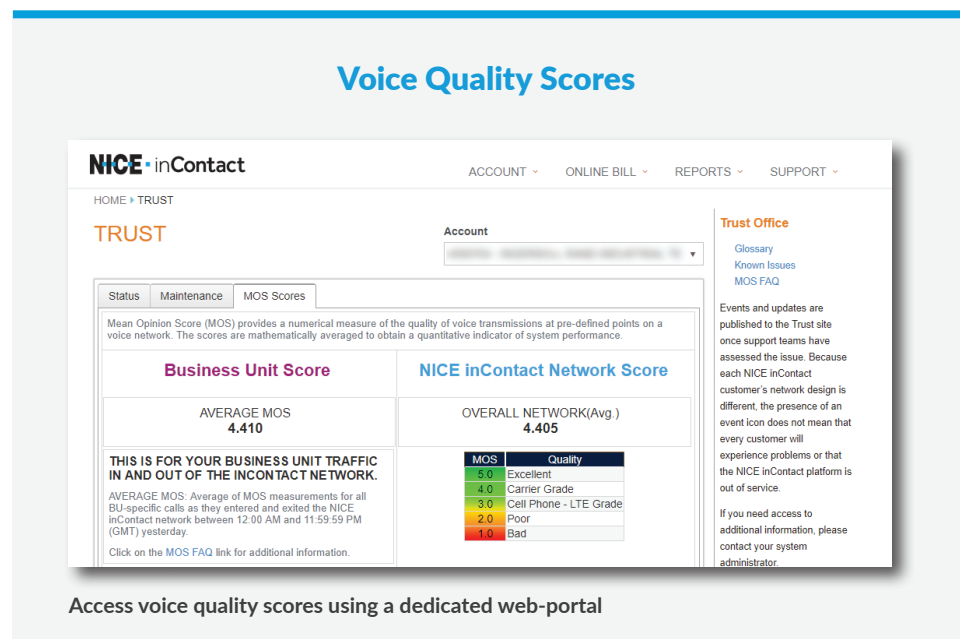
Don't let the public Internet deter call quality and negatively affect customers experience. By using one of multiple dedicated connection options via private network, CXone can help prevent dropped or abandoned calls due to voice quality issues.

- Superior call quality through an ever-expanding 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

Ease the process of provisioning and managing telephony services, allowing contact center management to focus on strategic, revenue-generating initiatives. With a single vendor approach to voice and contact center, companies can access a single point of contact for support and save thousands monthly bypassing third-party system integrators.

- 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 inContact

NICE inContact works with organizations of all sizes to create extraordinary and trustworthy customer experiences that build deeper brand loyalty and relationships that last. With NICE inContact CXone™, the industry's most complete cloud customer experience platform, we enable an exceptional agent and customer experience—every time and on every channel.

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