Built to fit your growing business
NICE inContact CXone CRM Integrations

Consolidated agent desktops for fast, personalised service

NICE inContact CXone pre-built CRM Integrations consolidate your customer context and contact centre controls into a single interface, for more efficient agents and exceptional experiences. With quick and easy access to the tools and information they need, agents can handle more interactions in less time—and deliver more personalised service. Use your CRM data to identify customers and connect them to the ideal agent, improving first-call resolution, average handle time and customer and agent satisfaction.

Deploy integrations for Salesforce, Oracle Service Cloud, Microsoft Dynamics, Service-Now, Zendesk, SAP, NetSuite, SugarCRM and Bullhorn in hours, and scale them as your business needs evolve.

Personalise every interaction. Grow every relationship.

- Deliver more personalised interactions that take less effort, make customers feel valued and set you apart from the competition.
- Shorten average handle time by delivering all relevant customer information to the agent before the interaction begins.

- Increase agent satisfaction by empowering them to deliver better outcomes for customers and the business.
- Maximise your CRM ROI by leveraging your CRM data to improve customer interactions in your contact centre.

BENEFITS

Personalise service with complete customer history and full context available at your agents' fingertips

Increase agent efficiency with a consolidated interface that reduces effort and handle time

Connect customers to the right resource, on the right channel, right away

**Make better decisions across all aspects of your business with unified reporting**

Deploy and maintain easily with a pre-built integration that installs quickly and scales flexibly

Reduce training time as agents will be using a familiar interface—their CRM environment

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CXone is the all-in-one cloud contact centre platform—literally the last one you'll ever need—from NICE inContact, the recognised industry leader in small contact centre solutions. Now you can add powerful new technology that works seamlessly with your contact centre at every stage of business growth—without expensive capital investment or intensive IT demands. For small businesses with big plans, CXone is the one to grow with.

Integrations with leading CRM systems
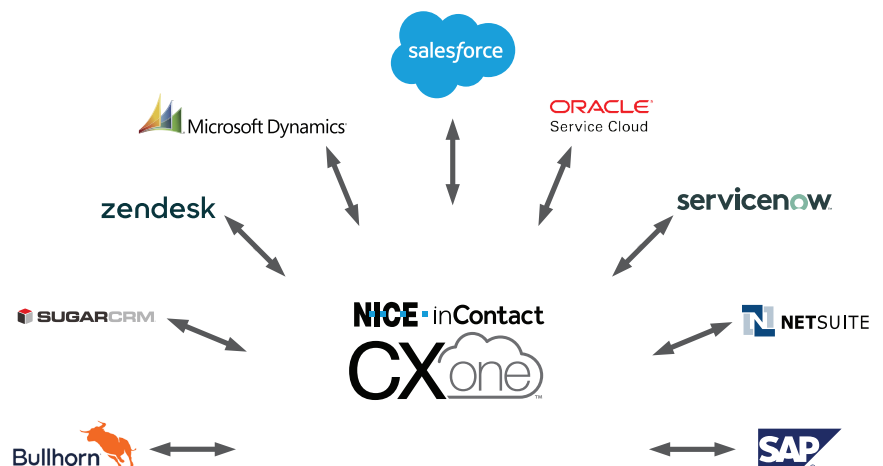
Don't see your CRM listed above? No problem! Several of our DEVone Partners provide integrations to other off-the-shelf, custom-built and home-grown CRMs. Visit the DEVone CXexchange at **cxexchange.niceincontact.com** to learn more.

NICE · inContact

Increase agent efficiency and drive out cost

An integrated desktop gives your agents quick and easy access to the tools and information they need to handle more interactions in less time.

- Reduce agent effort with a unified CRM and contact centre desktop that eliminates the time spent navigating between separate applications.
- Streamline call handling with an integrated softphone and click-to-dial capabilities.
- Improve contact handle time by automatically delivering a holistic view of the customer's history directly to your agent's desktop so they can quickly determine the next best action.
- Reduce after-call work by automatically updating your CRM with contact centre interactions data.

Connect customers to the right resource

Use your CRM data to identify customers and route them to best-suited resource.

- Increase customer satisfaction by ensuring each contact is handled by the best-qualified resource.
- Improve average handle time and first call resolution by reducing the number of transfers, consultations and follow up calls.
- Increase agent satisfaction by ensuring agents receive contacts they can handle successfully.

Make better decisions and build more business

Combine your contact centre data with your CRM for a holistic customer view that empowers you to make truly informed business decisions.

- Create holistic customer journey information by automatically synchronising data between your contact centre and CRM system.
- Empower agent self-management through performance and productivity reports.
- Improve the scope, quality and accuracy of customer data by eliminating errors from manual updates so agents have the most current customer context.
- Empower agents with the most comprehensive and current customer insights.

Accelerate operational agility to create new opportunities

Eliminate delays, costs and risk with a tested, pre-built integration.

- Deploy in hours, not days or weeks.
- Eliminate the costs of building and maintaining custom-built integrations.
- Update and scale when it suits your schedule and business needs.
- Leverage your existing CRM investment and improve every contact centre interaction.

CXone CRM Integration Capability Matrix

Capability	Salesforce	Oracle	MS Dynamics ServiceNow Zendesk	Bullhorn NetSuite SAP SugarCRM
SSO Login	•	•	•	
Integrated Softphone	•	•	•	•
Agent Presence Sync	•	•	•	•
Interaction Data Sync	•	•	•	•
Voice	•	•	•	•
Voicemail	•	•	•	•
Email	•	•	•	•
Chat	•	•	•	•
Work Item	•	•	•	•
Text / SMS	•	•	•	•
Social Media	•	•	•	•
WFO Integration	•	Future Release	Future Release	Future Release
Intelligent Common Routing for Voice + Digital Channels	•	Future Release	Future Release	Future Release
Channel Elevation	•	Future Release	Future Release	Future Release

Notes: Functionality dependent on specific use case and CRM capabilities. Voice and digital interactions may be managed in the same agent desktop, whether through the CXone embedded agent or the CRM.

For more information, visit: uk.niceincontact.com/smb

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