

# CXone Contact Centre Advanced:

## Built to fit the high-performance small business

Deliver exceptional customer experiences and create more profitable customer relationships with CXone, the all-in-one cloud contact centre platform from NICE inContact, the recognised industry leader in small contact centre solutions.

The CXone Contact Centre Advanced package is ideal for small businesses who want to communicate seamlessly across 30+ channels including voice, chat and email—and unleash employee performance to gain competitive advantage.

### Ignite productivity with Automatic Call Distribution (ACD) and over 30 channels of communication

Match the right call to the right agent and reduce average handle time—every time. CXone ACD is an omnichannel routing engine that intelligently distributes voice and digital interactions from a universal queue for inbound and outbound voice and 30+ digital channels including email, web chat, messaging platforms like WhatsApp, Twitter Messaging, Facebook Messenger, Text/SMS, Social Media and Mobile Apps.

### Cut your cost-per-call with Interactive Voice Response (IVR)

CXone IVR drives down cost by enabling your customers to choose self-service or agent assistance. Callers can quickly self-solve basics like bill pay and account inquiries—freeing agents to service more complex issues.

### Master compliance with Audio and Screen Recording Pro

Secure voice and screen recording for audio and digital channels helps you meet GDPR, PCI and HIPAA standards, including encryption, automated and on-demand masking, consent-based recording, extensive retention options, and Key Management. Easily search, retrieve, and monitor recordings in an intuitive interface.

### Streamline communications with Integrated Softphone

Provide embedded communications as a seamless component of the agent application for inbound and outbound phone skills. Enable clear, web-based voice calls as an alternative to desktop Voice over IP (VoIP) softphones or hard phone alternatives with the same rich telephony features without ever leaving the browser.



The CXone Contact  
Centre platform

CXone is the cloud-powered contact centre platform that's built to fit and accelerate every stage of small business development. There's no expensive IT equipment to buy or maintain—releasing budget for growing the business. All of our solutions are easy to set up and maintain with easy drag-and-drop configuration. For small business, CXone is the one to grow with.

## Optimise employee performance with Workforce Management Pro (WFM)

WFM is an AI-enabled, omnichannel forecasting tool that can help you exceed your contact centre goals. Empower agents and supervisors with automated workflows and self-managed schedule requests. Optimise intraday performance. And eliminate manual processes.

## Enhance agent interactions with Quality Management Pro (WFM)

Better customer experience starts with better agent interaction. Now you can give your agents more relevant feedback by automatically analysing each interaction based on category, sentiment and user-defined keywords and phrases. Simplified dashboards let you fast-track your quality program while reducing evaluation time

CXONE BY THE BUNDLE   SMALL BUSINESS PACKAGES					
NICE inContact CXone	Call Centre	Contact Centre Core	Contact Centre Essentials	Contact Centre Advanced	Contact Centre Complete
Voice-only call centre	○	○	○	○	○
Omni-channel capable ACD	○	○	○	○	○
Self-service IVR	○	○	○	○	○
Advanced call recording	○	○	○	○	○
Chat and email digital channels		○	○	○	○
Advanced screen recording			○	○	○
Quality Management Pro			○	○	○
Workforce Management Pro				○	○
Performance Management Reporting				○	○
Interaction Analytics Pro					○
Feedback Management Customer Survey					○

CXone combines best-in-class Omnichannel Routing, Workforce Optimisation, Analytics, Automation and Artificial Intelligence—all on an Open Cloud Foundation. Our pay-as-you-go packages are designed to scale to every stage of your contact centre's maturation—from Call Centre, Contact Centre Core, Contact Centre Essentials, Contact Centre Advanced and Contact Centre Complete. Each CXone contact centre package is:

Fully integrated

Security-certified

SLA-guaranteed