

NICE inContact

Contact Centre Packages

Providing your contact centre the right tools, right now

CXone Contact Centre Packages are affordable bundles of preconfigured customer experience applications providing contact centres with the right tools, right now. Modernise your contact centre while future-proofing it through easy upgrades as your business grows, instantly receiving the latest improvements and features while only paying for the tools you use.

The CXone difference

Create amazing customer journeys and strong bonds

- **One Experience:** CXone creates more meaningful experiences for contact centre employees and the customers they serve every day
- **One Cloud:** Enjoy limitless growth and savings on the last platform you'll ever need
- **One Destination:** Protect current investments and quickly, confidently move your call centre software to the cloud
- **One Step Ahead:** Get AI-powered actionable insights to predict needs, delight customers, and engage employees like never before.

All-in-one gets it done

Work for your customers, not for your technology

- One vendor, one contract—simplify the vendor relationship by consolidating all bills, contracts and payments into one
- Take the guesswork out of research and evaluation with defined and concrete packages
- Get up and running faster by shortening the purchasing and implementation cycles
- Everything works together, removing the burden of integration from the user

Right size, right now

Future-proof your investment, leave the development to us

- Grow your business without overpaying for contact centre seats you won't use
- Automatic upgrades and effortless addition of new channels and capabilities
- Protect current investments by integrating on-premises and cloud technologies

BENEFITS

- Create meaningful, personalised journeys for your customers
- Unlock the full potential of your contact centre agents
- Right-fit packages deliver value and provide cost savings through only paying for the tools you need
- Improve CSAT and productivity with abundant data and insights
- Respond to business opportunities with innovation and agility
- Simplicity—choose from several packages rather than hundreds of combinations of tools and components
- A single partner accountable for your success, rather than 6–10 disparate companies
- Scales and grows with you so that you'll never functionally outgrow the platform or pay for more than you use



About NICE inContact

NICE inContact works with organisations 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. uk.niceincontact.com/smb

With five pre-configured options, it's easy to find the right-fit package for your needs today, whilst allowing you to add new tools and best practices as your business grows.

1. **Call Centre:** Future-ready, voice-only call centre
2. **Core:** Omnichannel inbound/outbound contact centre
3. **Essentials:** Omnichannel inbound/outbound contact centre with quality management
4. **Advanced:** Adds powerful workforce and performance management tools to unlock agent potential
5. **Complete:** Adds industry-leading analytics software to turn insights into results

	Call Centre	Contact Centre Core	Contact Centre Essentials	Contact Centre Advanced	Contact Centre Complete
PLATFORM					
Cloud	•	•	•	•	•
High Availability	•	•	•	•	•
Storage (GB Per Agent)	5	5	5	5	5
Native compliance: PCI, HIPAA, FedRAMP	•	•	•	•	•
RESTful APIs	•	•	•	•	•
Carrier Grade Voice Services	•	•	•	•	•
Developer Community and Marketplace	•	•	•	•	•
ADMINISTRATION					
Unified Supervisor Desktop	•	•	•	•	•
Live Dashboards	•	•	•	•	•
KPI Reporting	•	•	•	•	•
Visual Design IVR	•	•	•	•	•
Self-service Admin	•	•	•	•	•
PRE-BUILT INTEGRATIONS					
On-premise PBX	•	•	•	•	•
Available CRM Platforms	10	10	10	10	10
Available UCaaS Platforms	9	9	9	9	9
INBOUND					
Integrated Softphone	•	•	•	•	•
Smart Omnichannel ACD	•	•	•	•	•
Self-service IVR	•	•	•	•	•
Voice Ports Per Agent	3	3	3	3	3
Voice	•	•	•	•	•
Chat and Email		•	•	•	•
Available Digital Channels		30	30	30	30
OUTBOUND					
Smart Dialer with "No Pause" Connect		•	•	•	•
Dynamic List Manager		•	•	•	•
Campaign Manager		•	•	•	•
WORKFORCE					
Work from Home	•	•	•	•	•
Unified Agent Desktop	•	•	•	•	•
Full Interaction Recording	Voice only	Voice only	•	•	•
Quality Management			•	•	•
Optional QM Analytics			•	•	•
Workforce Management				•	•
Performance Management Reporting				•	•
CUSTOMER ANALYTICS					
Multichannel Customer Feedback Surveys					•
Interaction Analytics					•