

NICE inContact CXone**Disaster Recovery & Business Continuity**

Never lose a call or session due to platform downtime

When disaster strikes, the contact center becomes an even more integral part of a business' operations. But, many contact center platforms are not built with the flexibility and redundancy to maintain uptime during emergencies such as natural disasters, pandemics and widespread network outages.

In the wake of major disruptions there are often long-term consequences as a result of being offline or delivering a less than satisfactory customer experience, including lost revenue. Although we hope that your contact center will never be affected by a disaster, the NICE inContact CXone platform provides enterprise-level failover and redundancy capabilities to keep your business going, along with scalability features to allow quick response to any situation.

Rely on 99.99% platform uptime

A high reliability environment that bolsters BC/DR strategies.

- Fully redundant active/active network topology
- Never lose a call or session due to contact center infrastructure going down
- Money-back guaranteed 99.99% uptime SLA for the contact center platform
- Preserve mission-critical company data through regular backups and data storage options
- No actual downtime in maintenance windows

Built-in redundancy and failover capabilities

Rely on NICE inContact's infrastructure to keep your company going.

- Two Network Operations Centers offering proactive management 24/7/365
- Fully redundant cloud super-sites in North America (Dallas and Los Angeles), Europe (Frankfurt and Munich) and Australia (Sydney and Melbourne)
- Transparent failover with no disruption of active or queued sessions or calls.
- Complete backups of all databases performed on regular basis

Rapid scale to meet response requirements

100% cloud-based contact center—all infrastructure becomes more efficient, flexible and scalable.

- Enable a remote workforce—route calls to agents in any location
- Turn up new agents in a matter of minutes
- Nothing else needed other than a computer and Ethernet connection
- Cloud-based, no dependencies on hardware

BENEFITS

- 99.99% platform uptime SLA
- Two Network Operations Centers offering proactive management 24/7/365
- Quickly create a fully-capable remote workforce
- Rely on a complete cloud solution—no hardware
- Global network of data connections guarantee automatic redundancy and failover

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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