

APIs

Complete control to customize and integrate your contact center

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Increase the value of your NICE CXone solution by extending its functionality to other business critical systems to create the optimal customer service environment. Unlike some competitors for whom integration and customization is an “afterthought,” NICE CXone puts “APIs first” giving you access to the same APIs we use for our own product development—at no additional cost.

BUILD INTEGRATIONS FASTER

Many vendors’ developer programs are cost prohibitive while support and documentation are often limited. Deliver value faster by building your integrations with the NICE CXone collection of RESTful APIs. Your developers can get up to speed and quickly be productive with documentation, tools, and support available on the NICE DEVone Developer Portal.

- Exercise each available API against your own operational information directly on the DEVone Developer Portal.
- Network with your developer peers in our online forum to exchange helpful information and insights.
- Get ready access to software development kits (SDKs), tutorials, code samples, FAQs, and current documentation.

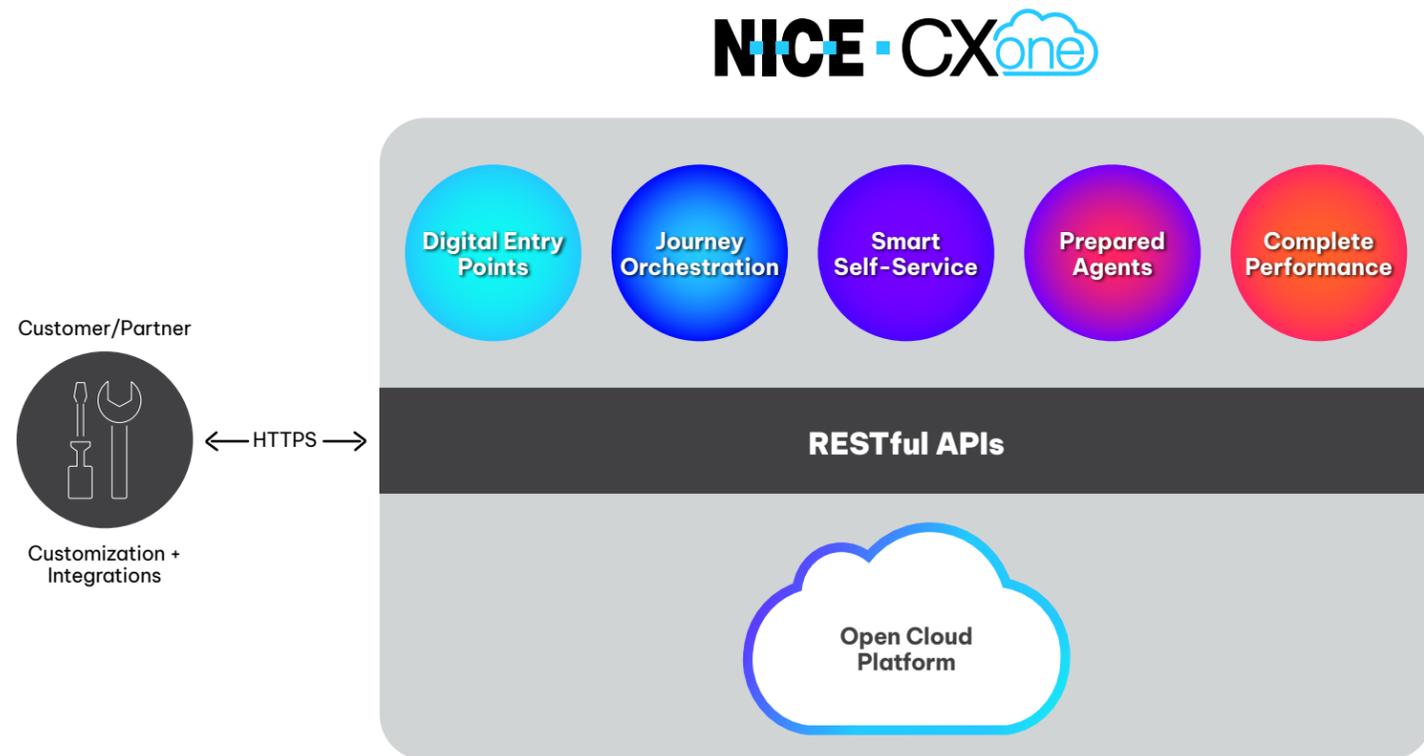
KEY FEATURES

- Access to APIs, developer community and support is free of charge for NICE CXone customers.
- Over 400 APIs across six scopes (Admin, Agent, Authentication, Patron, Real-time Data, and reporting) with new ones published each release.
- Exercise every published API with your own business data on the DEVone Developer Portal.
- Get quick answers to questions from the entire development community, both internal and external, on our DEVone Developer Community.

BENEFITS

- Deploy extensions with confidence using the same proven APIs that NICE CXone is built on.
- Shorten development time with interactive documentation, code examples, tutorials, and a community forum on the DEVone Developer Portal.
- Reduce validation efforts by exercising API results against your actual operational data.
- Streamline deployment of new CXone releases with 100% API backward compatibility.
- Deliver enhancements faster with immediate access to new features and functionality.

Get access to the same proven APIs that are used to build NICE CXone products.



FOCUS ON BUILDING—NOT FIXING

Do you spend a lot of effort validating and fixing your customizations with every platform upgrade? With CXone APIs, you can feel confident that new releases won't break your existing work which minimizes the time your team spends on testing. Develop customizations and integrations with richer functionality utilizing the same proven APIs used to create NICE CXone products.

- Utilize the same extensively tested RESTful APIs that we build our own products with.
- Simplify new release deployments with APIs that are 100% backward compatible.
- Feel confident that all CXone APIs have been validated in real-world scenarios before you use them in your business.

STAY CONNECTED AND CURRENT

If you've struggled with waiting to implement new features because developer updates lagged behind product releases, rest assured that we take a different approach. Proactively plan for upgrades and enhancements with documentation that covers both current and upcoming functionality. Make changes to your customizations and integrations in advance and deploy them rapidly with each CXone release.

- Shorten time to implement enhancements with immediate access to all new features and functionality of every CXone release.
- Utilize APIs that cover all major CXone functionality areas and are updated with each CXone release.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

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