



# Digital Platform

Supports customers across any digital channel

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Digital platform supports customers across any digital channel, offering a variety of tools and features that enable a consistent experience through to successful resolution. Choose from the industry's largest number of natively supported digital channels or bring your own to meet customers where they prefer.

Easily switch, combine, or add channels during an ongoing interaction for a better customer experience and resolution at the first contact. Elevate from self-service to human-assisted service with minimum coding skills required. Save time and effort with common routing, administration, reporting and analytics, WFM, and QM for all channels.

## ELIMINATE SILOED SOLUTIONS

*Open the door with seamless connections*

- Divert calls to digital interactions to lower call center volumes
- Use one cohesive platform for all digital channels for consolidated routing, administration, and reporting
- Expand online presence and digital touchpoints to drive stronger connection with customers

## UNIFIED CUSTOMER EXPERIENCES

*Support the channels customers prefer*

- Support voice and digital, agent-assisted and self-service, inbound as well as proactive outbound using ONE solution
- Provide interactions that have the optimal outcome for customers
- Easily add virtually any digital channel, including all the most popular messaging channels

## EFFICIENCY FOR ALL

*Retain agents, retain customers*

- Send the right cases to the right employee at the right time
- Give agents the tools they need to get the job done fast and make sure they are happy
- Empower agents to handle multiple interactions concurrently

## KEY FEATURES

- Choose from 30+ digital channels
- Integrates with your own bespoke channels
- Asynchronous channels allow you to follow the journey no matter where it goes
- Adapt and scale with rapid growth
- Customer data and interaction history insights for agents
- Omnichannel session handling for switching or combining channels as needed

## BENEFITS

- Streamline customer journey
- Reduce customer effort
- Increase customer lifetime value
- Connect with customers when they first need you
- Onboarding new hires faster
- Increase agent efficiency and retention rate

## Digital



Email



Chat  
(Live and Async)



Co-browse



2 way video

## Social Media Monitor & Listen



Facebook



Twitter post



YouTube



LinkedIn



Google Places



Google Play



Apple Apps Review



Instagram

## Collaboration



Slack



Teams

## Messaging



SMS



WhatsApp



WeChat



Facebook Messenger



Google Business



Apple Messenger for Business



Telegram



LINE



Viber



Twitter DM



Vkontakte



Instagram

## Social Media Monitor & Listen



BYOC API



WebEx



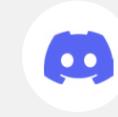
Kik



Zoom



TikTok



Discord



RCS



KakaoTalk



Tencent QQ

## In-App Messaging



iOS App



Android App

## 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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