Google and NICE CXone

Secure and Streamline Your Contact Centers

County of San Diego experienced a 91% reduction in average wait time, 75% improvement in speed to answer, and 71% reduction in abandoned calls – **just by moving to the CXone cloud platform.**

Google ChromeOS and NICE CXone provide contact centers with a cloud-first platform for building customer and agent experiences that drive loyalty.

Security without Question

Exceed your business's security standards. Safeguard your business from other growing threats including ransomware, malware and employee errors. ChromeOS paired with CXone's meet-and-exceed approach to audits for FedRAMP, PCI DSS, HITRUST, SOC2, GDPR and more makes it possible to protect customer data and reduce risk to a minimum.

Happy Agents, Happy Customers

Architect the agent journey from onboarding, knowledge, ease of handling customer interactions – across any channel – with an intuitive and productive experience using the combined power of ChromeOS, Google CCAI and NICE CXone.

An open cloud foundation for wherever you're growing

NICE CXone and Google ChromeOS offer rapid deployment with simple and efficient management using the most secure and reliable cloud focused, scalable infrastructure to turn on new agents in a matter of minutes. Once deployed, full remote management of devices and the CXone platform makes it easy to monitor and manage both hardware and software.

FEATURES

- Cloud-first technology with rapid deployment, minimal management, and 99.99% guaranteed infrastructure up-time.

- Continuous security updates with zero downtime at the data, application and platform levels.

- Pre-integrations with Google CCAI and CXone Agent Assist and Google Cloud Dialogflow with CXone's native AI.

- Unified agent desktop for seamless management of concurrent interactions.

- The world's most comprehensive set of CX offerings that are all interconnected, embedded with CX purpose-built AI and all based on a cloud first platform.

BENEFITS

- Defend critical data with proactive security features like Google Safe Browsing and CXone's high security cloud environment.

- Empower agents with fast and easy onboarding and a culture of growth and retention with a full program designed to coach and develop critical skills.

- Increase reliability with easy device deployment and management using cloud-first technology.

- Increase customer loyalty by providing service excellence with real-time guidance and personalized agent coaching.

- Improve operational efficiency with streamlined experiences that serve customers at their digital entry points, guide them through self-service journeys that work every time, personalize their interactions with agents, all while continuously improving product and process issues.

" The potential savings we've realized from using CXone is massive, not to mention the time savings we've gained by not having our compliance team manually review thousands of calls."
— MANAGER, CONTACT CENTER TECHNOLOGY AND ANALYTICS, TRUPANION