CXone Mobile Software Development Kit (SDK)

Create a rich, compelling, and useful experience for mobile app users.

> Learn more

> Talk to a specialist
> 1-866-965-7227

> Contact us

With smartphone adoption on the rise, many businesses rely on their enterprise mobile application as a primary digital touchpoint for their customers.

NICE makes it easy for businesses to enrich the in-app experience and drive engagement across the entire customer journey—from acquisition and upsell to care and support.

CXone Mobile Software Development Kits for iOS and Android are high-quality, well-written SDKs that provide developers with reusable code libraries and functionalities they can use to integrate CXone capabilities—including secure chat messaging, rich media, push notifications, and more—into enterprise mobile applications.

IMPROVED DIGITAL EXPERIENCES

Greet customers with a "welcome message" or give them basic information before chatting with an agent. Use push notifications to let customers know there's a message waiting for them in the app. Offer personalized, interactive chat with rich media features like menus, buttons, galleries, and carousels. Asynchronous chat lets customers respond on their mobile device when it's convenient for them, just like they chat with their family and friends.

EASY TO USE

Development teams can save time and effort with functionalities that don't need to be created from scratch, allowing them to focus on improving usability and UI customization. Mobile SDK is stable and backwards compatible, so there's no need to make app changes based on updates/fixes and changes as it evolves.

SECURE MOBILE COMMUNICATION

Mobile SDK provides a secure method of communication (everything is encrypted) for discussing sensitive topics inside of their native app. Simplify authentication with secure login capabilities unifying customer authentication based on OAuth 2.0/bearer token framework.

CXone manages in-app chats the same as other customer interactions on the platform, with common contact routing, agent experience, interaction recording, QM, and analytics.
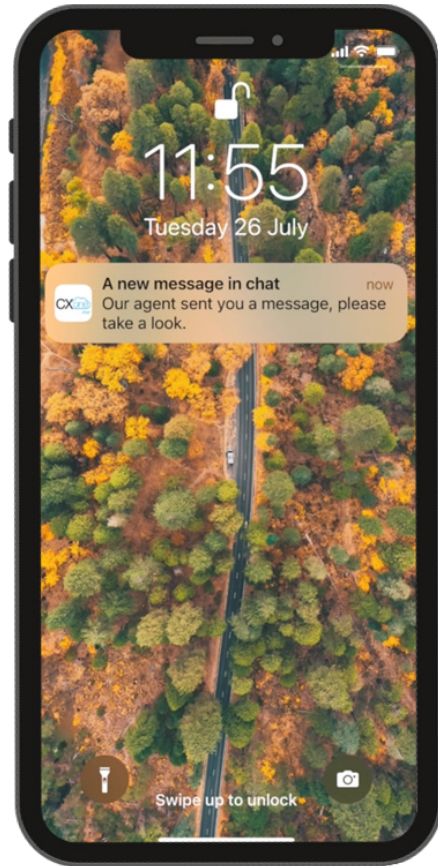
BENEFITS

- Improve digital CX with secure, encrypted chat messaging for your customers
- Boost engagement across the entire customer journey
- Powerful customization capabilities: Offer personalized experiences to boost conversions
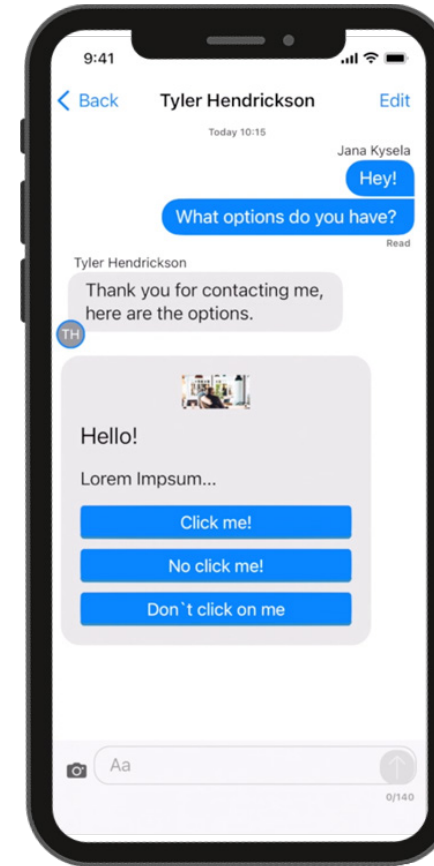- Integration Support Services accelerate implementation and ensure success

KEY FEATURES

- Asynchronous chat messaging: Let mobile app users chat with agents and virtual agents/bots
- Share attachments: Including images
- Chat history: View previous chat messages and conversations
- Multi-thread: Have multiple conversations going at the same time and archive threads
- Satisfaction survey: Collect customer feedback

Capabilities with CXone Mobile SDK

Push Notification

Rich Media Capabilities

Technical Requirements

IOS

- iOS 13 and later
- An Apple Mac computer running with Xcode downloaded, installed, and set up
- Expertise developing in Swift
- An iPhone or iPad to test push notifications

ANDROID

- Android 6.0 (Marshmallow) and later
- A computer running with Android Studio downloaded, installed, and set up
- Minimum Android API level of 23
- Expertise developing in Kotlin
- An Android device to test push notifications (can also be tested in Android Studio)

NICE
Make experiences flow