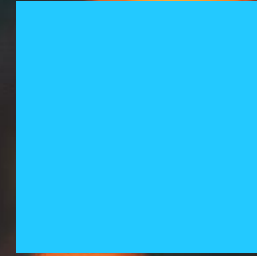
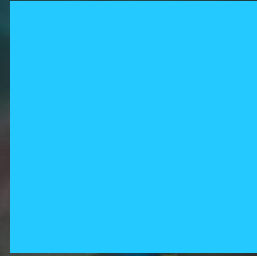
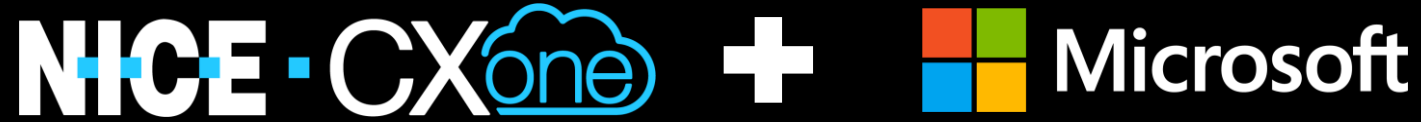




# NICE CXone Agent for Microsoft Teams

Michael Wall – Microsoft/NICE Alliance Manager  
Josh Gibson – Principal Sales Engineer  
Tom Yang – RVP





Business Applications  
ISV Connect Partner

Microsoft Teams Connected Contact  
Center Certification Program

Preferred Solution  
listings on AppSource

### **CXone/Microsoft Solutions**

- CXone on Microsoft Azure
- CXone Agent for MS Dynamics
- CXone Agent for Microsoft Teams
- Voice Connectivity for Microsoft 365
- CXone w/ Nuance Biometric Authentication

### **Powerful Partnered Solutions**

- Leading CCaaS platform available on Azure
- Seamless prebuilt integrations to MS
- Embed CXone functionality within MS solutions
- Bi-directional presence and data sync
- Frictionless collaboration with Teams users
- Consistent agent experience via native agent UI, embedded workspace or browser extension

# A common experience for every ecosystem



## Flexible Cloud Deployment

Protect your investment with flexible cloud deployment options that work with your existing cloud infrastructure

## Common Framework

Single agent experience that can be implemented via native CXone Agent workspace, pre-built browser extension, or embedded CRM agent

## Eased Integration

One-click prebuilt integrations for bi-directional data sharing, embedded contact center controls and fully functional agent experience—including native WEM

## Extensive Partner Investment

Long-term relationships with development partners to ensure success of relationships and product integrations, including full API access

# What does a Contact Center Need?

## Option One



**Route Contacts**  
Voice | Digital

**Schedule and Train Agents**  
WFM | QM | PM

**Customer Sentiment**  
Survey | Analytics

**Facilitate Change**  
Reporting | WFI  
Automation

## Option Two



# NICE Named a Leader in Forrester Wave for Contact Center As a Service Q1 2023



## Forrester Noted:

“NICE has a superior vision that extends beyond improving agent efficiency. The company looks to play a role in the entire CX journey. It’s executing on this vision with a strong roadmap that features AI and an accelerating focus on digital interactions.”

“NICE also differentiates with the breadth of its capabilities. It has a comprehensive solution for whatever WFO or CCaaS system a contact center leader may need.”

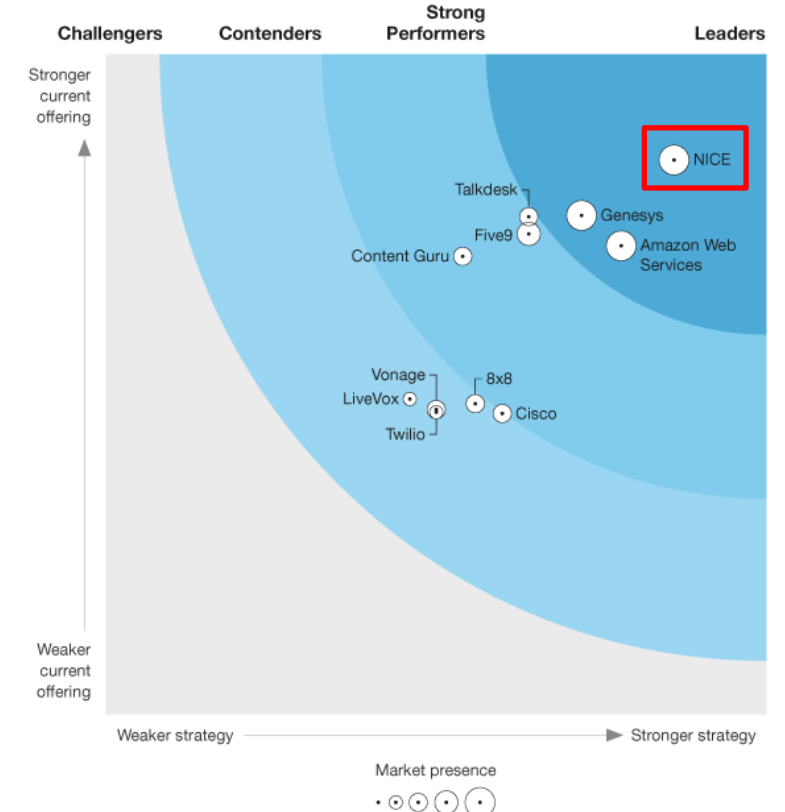
“With its breadth of functionality, NICE is a strong fit for contact center managers and brands looking to provide positive experiences across the entire customer journey.”

## NICE Positioned Furthest to the Right for Contact Center As a Service

### THE FORRESTER WAVE™

Contact Center As A Service

Q1 2023



[Download the Full Report](#)

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**120M+**  
Recorded  
calls per day

**3M+**  
Agents are  
scheduled  
every day

**35M+**  
Tasks and processes  
are automated daily

Another  
**NICE**  
Day

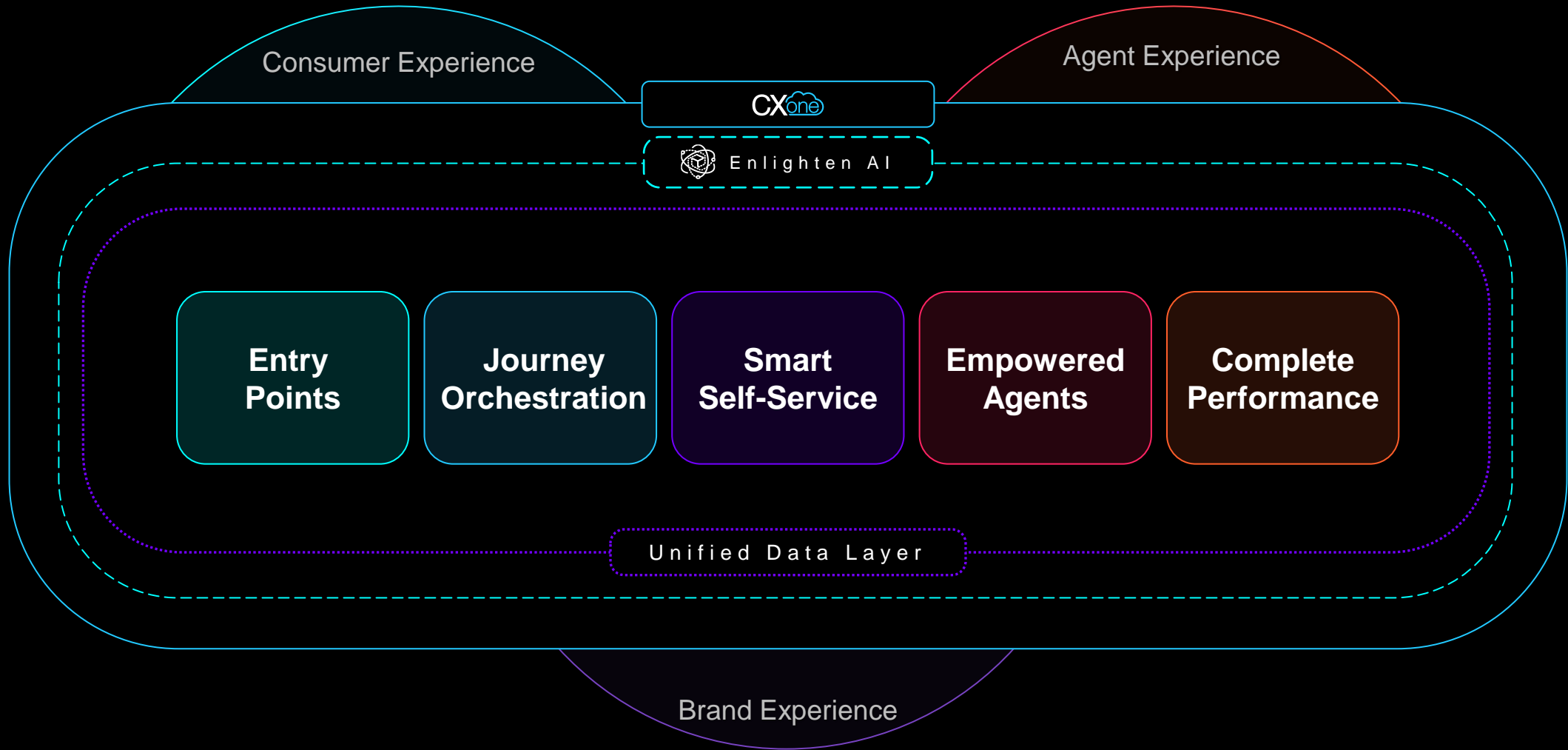
**5,000B+**  
Dollars protected  
every day

**3B+**  
Financial transactions  
monitored daily

**20M+**  
Evidence items  
managed  
daily

# The NICE Customer Experience Platform

A unified platform to manage all interactions for Consumers, Agents, and Brands





## Entry Points

- Voice
- SEO Enhanced Knowledge
- Async In-app Messaging
- 30+ Channels
- Proactive Outreach

## Journey Orchestration

- AI-driven Omnichannel Routing
- Contextual Knowledge
- Unified Config & Design

## Smart Self-Service

- Proactive Virtual Agents
- Responsive Virtual Agents
- Knowledge Presentation
- Web & Mobile Guidance
- Self-service Analytics
- 3rd Party Bot Integration

## Empowered Agents

- Unified Agent Experience
- Contextual Knowledge
- Knowledge Presentation
- Real-Time Guidance
- Task Automation

## Complete Performance

- AI-driven Forecast/Schedule
- Analytics driven Quality Performance Mgmt.
- Journey & Context Analytics
- Voice of the Customer

Unified Data Layer



# NICE + Microsoft Across the board



## Direct Routing

CXone Voice Connectivity for Microsoft 365 provides our global, carrier-grade, cloud-integrated voice services over a secure connection with Microsoft's Direct Routing component for the entire Microsoft 365 suite.

## Bi-directional Presence & Directory Sync

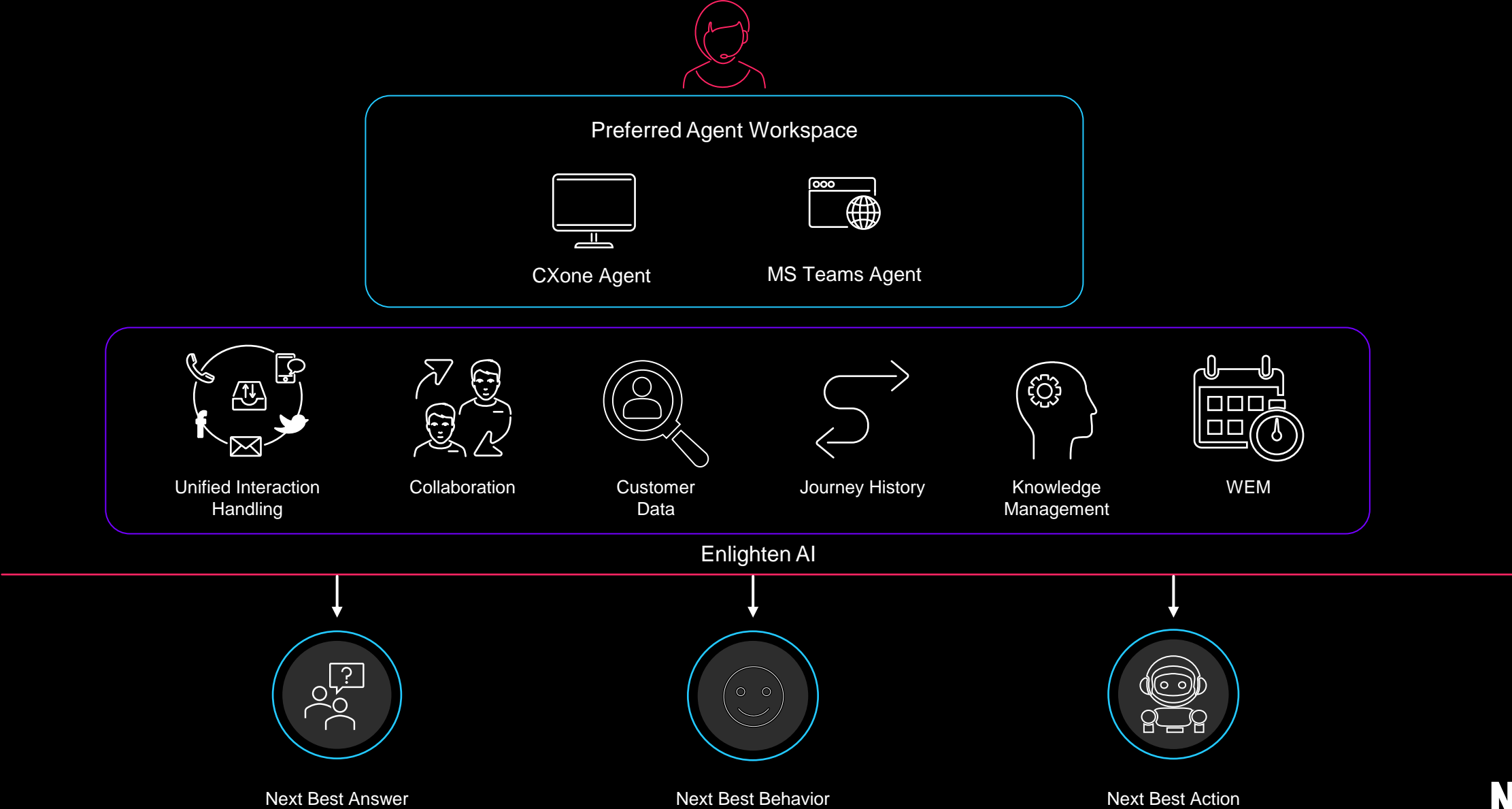
One-click prebuilt integrations for bi-directional data sharing, embedded contact center controls and fully functional agent experience—including native WEM

## Full Embedded Agent (Teams & Dynamics)

An all-in-one agent interface embedded directly within Teams, Dynamics or any other system of record. CXone even brings a Chrome Extension agent that can sit on-top of the browser and follow your agents around the entire web.

# A Unified Agent Experience

Empowered agents create exceptional customer and employee experiences



NICE CXone Agent for Microsoft Teams leverages our Core Component Framework (CCF) to provide a pre-built unified communications and contact center integration powering company-wide collaboration for faster service. With frictionless collaboration and a customizable Teams workspace, agents can resolve complex issues faster than ever.





# Connect. Anticipate. Delight.

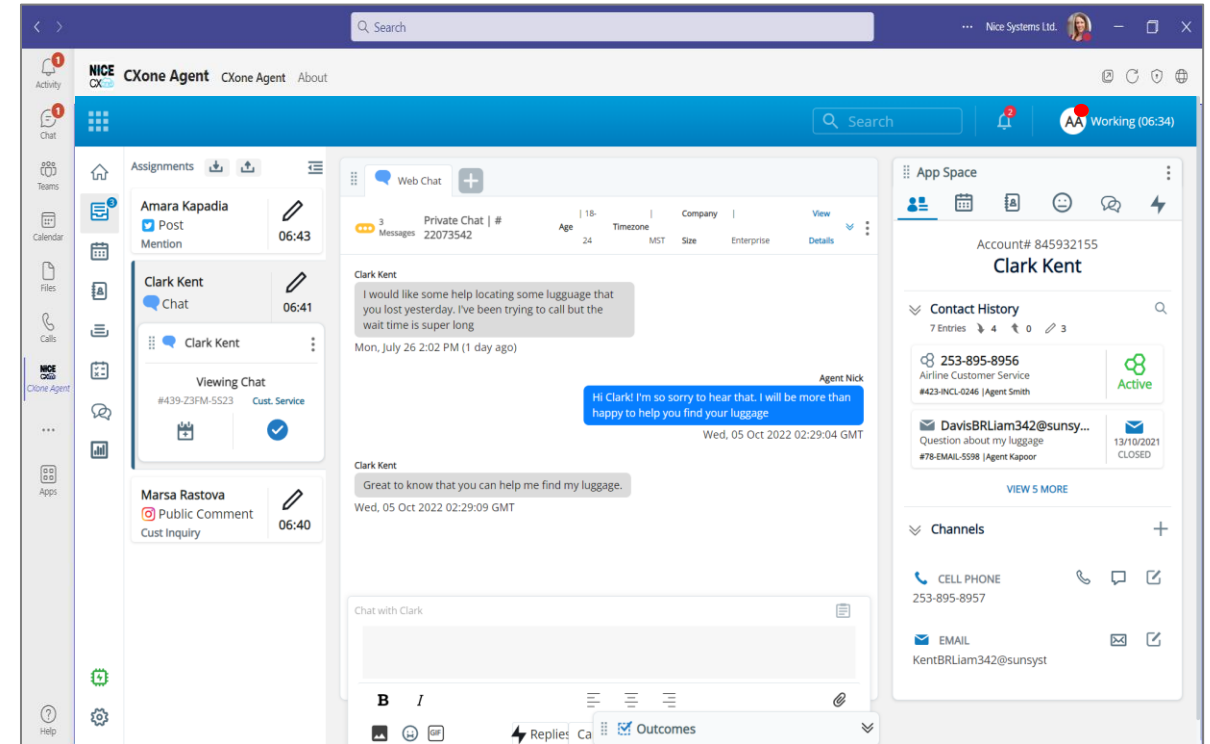
The NICE CX platform is designed to help you understand your customers' needs and preferences, so you can deliver the right experience at the right time.

**NICE CX**



# Key Features

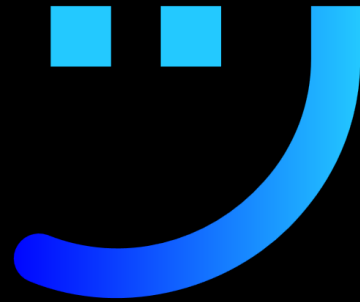
- Flexible design supporting multiple embedded 'apps' for new and emerging features
- Unified native experience for voice and digital interactions
- Directory and presence sync for identifying and engaging with Agents, Skills, and External users
- Customer Card for surfacing key details to help agents respond more quickly with better information
- Supports multiple concurrent interactions
- Embedded workforce engagement





# Thank You

# NICE



Make  
experiences  
*flow*