

\Orchestrating a brighter world

NEC

A flexible and reliable
network connectivity suite

CX Plus: Voice as a Service



nec.com.au

CX Plus Voice as a Service

Connectivity your agents can rely on

Voice as a Service is a network connectivity suite delivering flexible and reliable telephony services built specifically for the contact centre. CX Plus delivers a full range of telephony options, with guaranteed voice quality, backed by the industry's only voice SLA based on the Mean Opinion Score (MOS).

Voice quality is assessed through our partnership with a leading, independent 3rd party. MOS scores are published and made available for each customer on the CX Plus Trust site.

Proactive diagnostic tools and extensive telephony expertise ensure 99.99% uptime so that CX Plus customers never lose a call.

Quality optimised voice and data services built for the contact centre

The CX Plus Voice as a Service portfolio includes:

Data services	Dedicated connections	Direct inward dial telephone numbers
IP voice	Mean opinion score	Network security and monitoring
PSTN	Toll free numbers	WebRTC integrated softphone

Solve all your network connectivity needs



Guaranteed Voice Quality

High availability with an SLA to meet a MOS score of 3.9 and above.

Fully redundant Active-Active topology provides 99.99% availability across regions.

Actively monitored voice quality based on industry-leading indicators and methodologies.



Never Lose a Connection

Guaranteed uptime for every customer plus proactive diagnostic tools and expertise.

Ability to troubleshoot issues in minutes instead of hours or days.

One company monitoring the health of your solution, end-to-end with 24 / 7 / 365 active / active geographic redundancy.



Turnkey Telephony

Customised plan to ensure that you have the most cost effective connectivity strategy to meet your needs.

Combined strength of knowledge of the connectivity and contact centre from one vendor with a strong company history in telecom.



How is voice quality monitored and measured?

Mean Opinion Scores (MOS) have been used for decades to grade the quality of voice transmissions. The score is based on a scale of 1 to 5, with 5 being equal to the voice quality experienced between two people talking with each other in a quiet room.

What is considered acceptable:

- Voice quality should be in the range of 3.0 or better.
- Good cellular voice quality is typically rated in the 3.5 range.
- Carrier grade voice quality is rated at 4.0 and above.
- Ratings higher than 4.6 are rare, as this represents a near perfect range and one not currently achievable.

Every day, for every call, CX Plus is measuring voice quality

The quality of voice transmissions is measured when a call enters and leaves the CX Plus network to ensure that what our customers' agents and clients hear is the best that it can be. CX Plus publishes the average daily voice quality measurements on the CX Plus Trust Site.

Every customer can log in and see their average voice quality for the previous day, compared to the average for all calls across the entire network.

The measurements are posted as Mean Opinion Scores (MOS), which is an average of all calls received and all calls sent for each customer and for the network as a whole.

About CX Plus

CX Plus is the world's #1 cloud-based customer experience and workforce engagement solution. Powered by NICE inContact's CXone platform, it helps organisations of all sizes be first and stay first, empowering your teams to move faster and work smarter. It is the only platform unifying best-in-class Omni-channel Routing, Analytics, Workforce Optimisation, Automation and Artificial Intelligence, all built on an Open Cloud Foundation.

Gain business flexibility by quickly deploying agents anytime, anywhere for maximum operational flexibility, and by easily implementing routing and interactive voice response changes. It integrates with leading CRM and PABX platforms and is often deployed in a matter of days. Furthermore, it's the only cloud contact centre platform recognised as a market leader by Gartner, Frost & Sullivan, Ovum, IDC and DMG.

To learn more about CX Plus visit nec.com.au, or if you are reading this on your preferred device; click on the buttons below to download additional brochures.

 CX Plus Overview

 Analytics

 Automation and AI

 Omni-Channel Routing

 Open Cloud Foundation

 Voice as a Service

 Workforce Optimisation

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