

Orchestrating a brighter world

NEC

Powering rapid innovation

CX Plus: Open Cloud Foundation



CX Plus Open Cloud Foundation

The trusted enterprise
grade foundation
for CX Plus

With CX Plus

Open Cloud Foundation you get:

- ☒ An extensive collection of RESTful APIs.
- ☒ CX Plus pre-built integrations.
- ☒ Access to the NICE inContact DEVone developer program and CXexchange marketplace.

A foundation to rely on

CX Plus Open Cloud Foundation is the enterprise-grade platform that empowers contact centres of any size to scale securely, deploy quickly, and serve customers globally.

CX Plus delivers the industry-best published service level agreement of 99.99%. We offer an extensive collection of pre-built integrations through our DEVone developer program, a large network of ecosystem partners.

To help customers and partners create their own custom integrations, CX Plus publishes the same RESTful APIs used to build our own applications, and provides an interactive developer community.

CX Plus offers the broadest level of certifications in the industry, including PCI Level 1, HIPAA, SOC 2, SOX, FedRAMP and others.

Depend on unparalleled security, scalability and reliability

CX Plus Open Cloud Foundation helps contact centres of all sizes serve customers anywhere in the world, with the assurance of:



Certifications to provide maximum security for your data



The ability to scale up and down to accommodate seasonal needs



Industry leading uptime for systems and infrastructure

A cloud platform you can depend on.

Rely on the highest security & compliance certifications

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CX Plus maintains various industry certifications to ensure that your cloud contact centre solution provides maximum security

- ⊕ NEC's partner, NICE InContact was the first was the first cloud contact centre vendor to join the Cloud Security Alliance (CSA).
- ⊕ CX Plus offers a Payment Card Industry ("PCI") Level 1 compliant environment under the Payment Card Industry Data Security Standards ("PCI DSS"), validated by an experienced 3rd party Qualified Security Assessor ("QSA").
- ⊕ Other industry standards CX Plus adheres to include: Service Organisation Controls 2 (SOC2), Sarbanes Oxley Act (SOX), Federal Communications Commission regulations regarding Customer Proprietary Network Information (CPNI), Privacy Shield, Health Insurance Portability and Accountability Act (HIPAA), Section 508, FedRAMP; NICE inContact is registered with the Information Commissioner's Office ("ICO").

Depend on industry-leading reliability

CX Plus has the industry's best published service level agreement

- ⊞ 99.99% SLA uptime for systems and infrastructure.
- ⊞ Hot standby with immediate fail-over.
- ⊞ High customer satisfaction and a reputation for reliability, connected calls stay connected.
- ⊞ Minimise lost revenue, no more system or infrastructure downtime.

- ⊞ CX Plus publishes the same RESTful APIs for your use that our own developers use for building our product.
- ⊞ Developers receive anytime access to extensive, interactive documentation and support, at no additional cost through the NICE inContact DEVone developer program.
- ⊞ Includes the ability to execute APIs against your own data directly from the DEVone Developer Portal.
- ⊞ Provides access to the DEVone Developer Community to share knowledge and experiences with other customers, partners and NICE inContact programmers.
- ⊞ Pre-built integrations such as the CX Plus Agent for Salesforce streamline CRM integration, enabling deployment in a matter of hours, not days or weeks.

Customise and integrate with ease

Essential for a complete contact centre solution, CX Plus offers continuously expanded, updated, well-documented and tested application programming interfaces (APIs), as well as pre-built integrations and a wealth of partner solutions

CX Plus

Open Cloud Foundation



Scale globally, feel local

Deploy with flexible and multinational options

- ⊕ CX Plus can provide toll-free and local numbers in over 100 countries.
- ⊕ Flexible cloud data storage options, including long-term archiving.
- ⊕ The ability to deploy locations and agents anywhere on the globe simplifies adding language support to your contact centre environment
Scale globally, feel local.
- ⊕ CX Plus Agent and Central (including Reporting) interfaces are available in ten languages (Chinese, English, French, German, Italian, Japanese, Korean, Brazilian Portuguese, Russian and Spanish).
- ⊕ CX Plus Chat interface is available in all ten languages supported by the Agent interface, plus Danish, Norwegian, and Swedish.

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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