

CXone by NEC

AI-powered customer experience. Simplified operations. Measurable outcomes.

The Challenge: Complexity is killing customer experience

Organisations are struggling to deliver consistent, connected customer experiences across fragmented systems. Disconnected channels, limited visibility, and legacy platforms make it difficult to meet rising expectations while controlling costs.

70% of customers expect seamless interactions across channels ¹

Up to **30%** reduction in contact centre costs through AI & automation ²

¹ Source: Salesforce State of the Connected Customer

² Source: McKinsey & Company

The Solution: CXone by NEC



CXone is NICE's leading AI-powered customer experience platform, bringing together contact centre operations, digital engagement, workforce optimisation, and automation into a single, unified solution.

Delivered and managed by NEC, CXone enables organisations to simplify complexity, improve customer interactions, and drive measurable business outcomes - without the burden of managing multiple vendors or platforms.

Proven Capabilities

- 1 Unified omnichannel platform**
Voice and digital channels managed in one environment
- 2 AI embedded across interactions**
Automation, agent assist, and intelligence at every step
- 3 Single-platform architecture**
No bolt-ons, no fragmented tools, no complex integrations
- 4 End-to-end journey visibility**
Insights across every interaction, channel, and touchpoint
- 5 Advanced workforce optimisation**
Forecasting, scheduling, and quality in one solution
- 6 Cloud-native at scale**
Secure, resilient, and built for continuous evolution

Business Benefits



Improve customer experience

Consistent, personalised interactions across every channel



Increase operational efficiency

Automation and streamlined workflows reduce cost-to-serve



Empower agents

AI-driven insights and tools improve performance and engagement



Reduce total cost of ownership

Consolidated platform with predictable, cloud-based pricing

What Sets CXone Apart

Unlike traditional contact centre platforms or point solutions, CXone brings together AI, automation, analytics, and engagement in a single, unified platform.

This reduces integration complexity, eliminates siloed tools, and enables organisations to continuously evolve their customer experience strategy - without being constrained by legacy systems or fragmented architectures.



Why NEC?

NEC is a trusted partner for customer experience transformation, delivering complex solutions with certainty. We combine local delivery expertise with global capability to navigate integration, operational, and customer experience challenges.

By focusing on practical outcomes, strong governance, and scalable architecture, we help organisations reduce risk, accelerate transformation, and deliver lasting improvements in customer engagement and operational performance.

Contact us to transform your customer experience

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