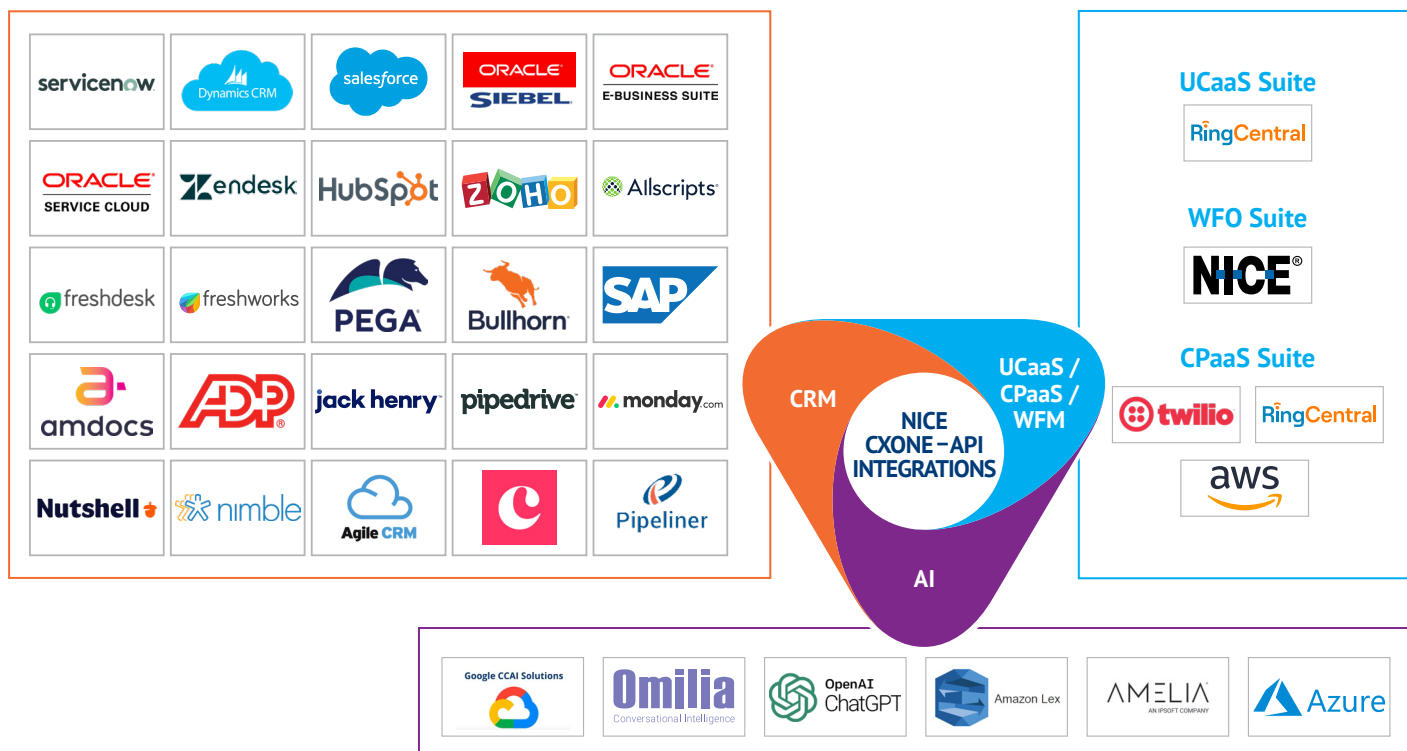


NICE CXONE – API INTEGRATIONS



Unlock the full potential of your NICE CXone contact center with Servion's API integration services. Seamlessly connect your contact center platform with third-party applications, systems, and data sources to create a unified and efficient customer engagement ecosystem.

Our API Integration Services for NICE CXone:



CRM Integration:

Seamlessly connect NICE CXone with your CRM system to provide agents with a 360-degree view of customer information. This integration enables personalized interactions, improves agent efficiency, and enhances customer satisfaction.

Workforce Management Integration:

Integrate NICE CXone with workforce management tools to optimize agent scheduling, forecasting, and adherence. This ensures optimal resource utilization, minimizes operational costs, and maximizes service levels.

Artificial Intelligence Integration:

Integrate NICE CXone with leading AI tools to seamlessly operate across multiple customer interaction channels, including voice, chat, email, and

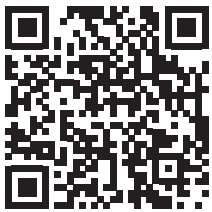
social media. This omni-channel capability enables consistent and personalized experiences, regardless of the communication channel chosen by the customer.

UCaaS Integration:

Integrate NICE CXone with UCaaS through Servion's API integration services and transform the way you communicate and engage with customers. Leverage the combined power of advanced communications and exceptional customer service.

CPaaS Integration:

Experience the seamless convergence of NICE CXone and CPaaS (Communication Platform as a Service) through Servion's API integration services. Seamlessly engage with customers across multiple channels such as voice, SMS, email, chat, and social media.



**SCHEDULE
A MEETING**

Transform Your Contact Center Today!

Unlock the power of NICE CXone with Servion's comprehensive API Integration services. Contact us today to discuss your contact center requirements and embark on a journey towards delivering outstanding customer experiences.

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centres and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.

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