

NICE CXONE

Tap into the power of the complete cloud contact center solution

Crafting CX solutions
www.servion.com

In today's competitive landscape, customer experience has become the ultimate game-changer. It holds the power to differentiate your business from the crowd. To thrive and succeed, it's imperative for organizations to consistently surpass customer expectations, leaving a lasting positive impression.

Servion, a NICE CXone partner, helps enterprises transition to the most comprehensive cloud contact center platform - NICE CXone. With over 25 years of CX expertise, managing hundreds of global clients, and over 1 billion customer interactions every year, Servion caters to every need of organizations, ranging from small to large, to harness the cloud's real power. Servion is also a NICE CXone DEVone Partner that provides connectors and integrations to the CXone Platform.

Our NICE CXone Services:



- **Consultation and Assessment:** Our experienced consultants will collaborate closely with your team to understand your unique requirements, conduct a thorough assessment of your contact center infrastructure, and develop a tailored roadmap for your NICE CXone implementation.
- **Solution Design and Implementation:** Leveraging the powerful capabilities of NICE CXone, we'll design a solution that aligns with your contact center objectives. From intelligent routing to self-service options, we'll configure the platform to optimize agent productivity and enhance customer satisfaction.

- **System Integration:** We'll seamlessly integrate NICE CXone with your existing systems, such as CRM, ticketing, and workforce management platforms. This integration ensures a unified view of customer data and enables smooth workflows for your agents.

- **Testing and Quality Assurance:** Prior to deployment, we conduct rigorous testing to ensure the stability, scalability, and performance of your NICE CXone solution. Our quality assurance processes ensure a seamless experience for your agents and customers.

- **Customization and Development:** If your contact center requires unique features or workflows, our skilled development team can customize NICE CXone to meet your specific needs. We'll create tailored applications and integrations that enhance agent efficiency and enable personalized customer interactions.

- **Ongoing Support and Optimization:** Our commitment to your success doesn't end with the implementation. Servion offers continuous support and optimization services to monitor and fine-tune your NICE CXone environment. We'll help you adapt to evolving customer expectations and optimize your contact center performance.

Why Choose Servion?



Industry-leading Expertise: With over two decades of experience in customer experience solutions, Servion is a recognized leader in implementing NICE CXone. Our deep domain knowledge and technical proficiency ensure a successful deployment that aligns with your business goals.



Security and Compliance: As data security becomes increasingly crucial, Servion prioritizes the protection of your customer data. We ensure that your implementation is fully compliant with industry regulations, giving you peace of mind.



Accelerated Time-to-Value: Our proven implementation methodology enables a streamlined and efficient deployment of NICE CXone, reducing time-to-value and ensuring a smooth transition for your contact center operations.



Global Reach: Servion's global presence and delivery capabilities allow us to support your NICE CXone implementation, no matter where you are located. Our team of experts is ready to assist you, whether you operate in a single region or across multiple geographies.



SCHEDULE A MEETING

Transform Your Contact Center Today!

Unlock the power of NICE CXone with Servion's comprehensive 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 Centers 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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