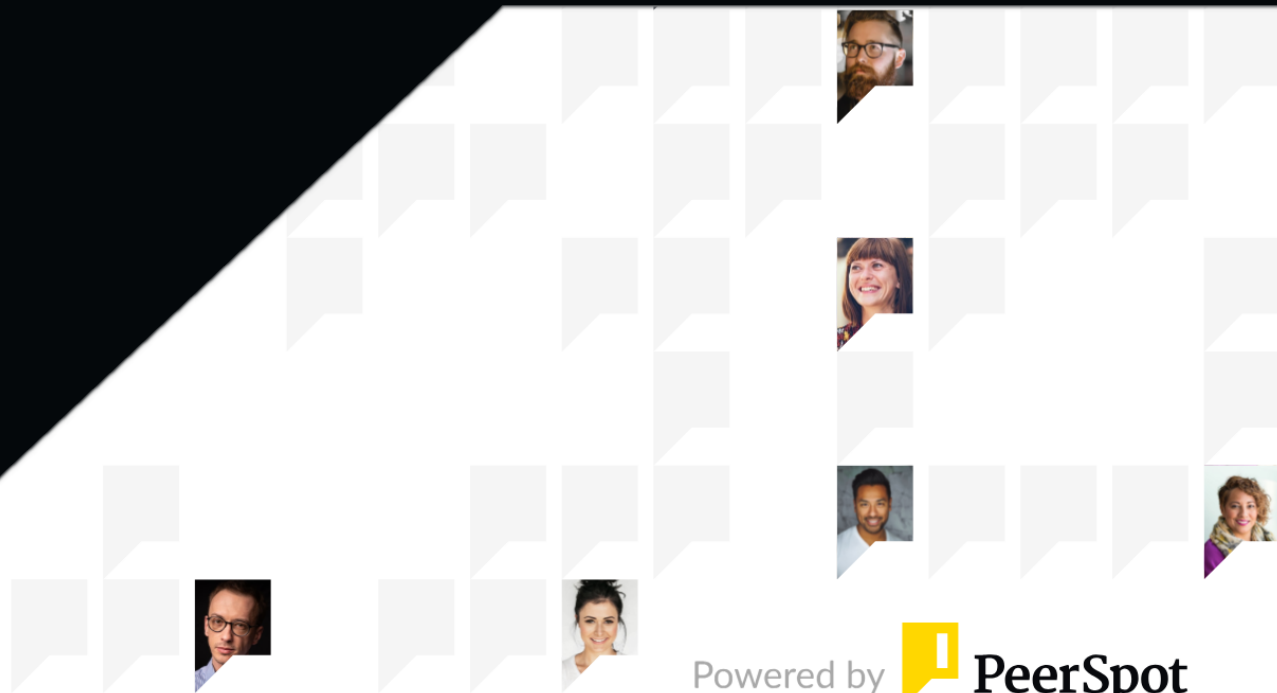




NICE CXone

Reviews, tips, and advice from real users



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Product Recap



NICE CXone

NICE CXone Recap

NICE CXone offers comprehensive solutions for managing customer support across channels, ensuring consistent reporting with integrated dashboards and efficient call management. The platform supports scalability and integration, catering to organizations of all sizes with diverse communication needs.

NICE CXone enhances customer support by providing dynamic content structuring and robust HTML editing. With omnichannel integration, users experience consistent reporting across platforms. The intuitive dashboards allow customizable views, improving supervision and training efficiency. Call management benefits from efficient tagging and audio playback, while tools like inView aid real-time data monitoring and flexible system customization. Challenges include occasional system slowness, dashboard freezes, and the need for a more user-friendly interface. Reporting features could be simplified for easier custom report creation, and users suggest enhancing call quality. The implementation process might pose difficulties, with a demand for additional layout options and interface enhancements. Despite these issues, NICE CXone remains a favored choice for comprehensive customer support solutions.

What are the key features of NICE CXone?

- **Dynamic Content Structuring:** Improves organization of customer data.
- **Omnichannel Integration:** Provides consistent cross-platform reporting.
- **Customizable Dashboards:** Allows personalized supervision views.
- **Efficient Call Management:** Includes tagging and audio playback.
- **Real-Time Monitoring:** Supported by tools like inView.

What benefits should users seek in reviews?

- **Scalability:** Effective for organizations of all sizes.
- **Integration Capabilities:** Seamlessly integrates with platforms like Microsoft Dynamics 365.
- **Supervision Efficiency:** Enhances monitoring and task assignments.
- **Communication Improvement:** Optimizes email and call handling.

NICE CXone is extensively utilized in industries focused on customer support and workforce management, especially within call centers. It optimizes quality management through call recordings and workforce efficiency by managing agent breaks and tasks. Its integration capability with Microsoft Dynamics 365 makes it a strategic tool for organizations aiming to streamline communication processes across multiple brands.

Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The technical support for NICE CXone is outstanding.”



Argha Ghosh

Technology Specialist at Cognizant



“Some of the best features with NICE CXone are the real-time visibility that you have, which empowers you to make adjustments on the fly, such as turning on and off your queues and adjusting how we route calls to our agents.”



Antoneil Phillips

Operations Manager at a financial services firm with 11-50 employees



“I have found the ease of use of the ACD to be most valuable along with the inView dashboard.”



Verified user

Customer Service Manager at a wholesaler/distributor with 51-200 employees

- ✓ “We are able to see the calls in queue and able to see if someone is available or not.”



Verified user

Donor Management Coordinator at Legacy Donor Services Foundation

- ✓ “inContact has helped our organization greatly by allowing us to see at a glance which agents are available to receive calls and those who are not, we are able to see why not.”



Verified user

Donor Management Supervisor at a pharma/biotech company with 201-500 employees

- ✓ “Being able to listen in on a call, which is exceptionally good with training.”



Kimberly Stump, R.T. (R), CTBS

Donor Center Manager at Wytheville Community College

- ✓ “It is easy to look up and playback calls with this system as it categorizes the different types of calls that come through my call center. I like that inContact is always updating and continues to improve. The quality of its recorded calls is among the best that I have had experience with.”



Verified user

Donor Management Coordinator at Legacy Donor Services Foundation

What users had to say about valuable features:

“Being able to listen in on a call, which is exceptionally good with training. If a coordinator is in training someone needs to listen in on certain calls and give feedback. Incontact allows you to easily log in to someone else’s call and listen..”

Kimberly Stump, R.T. (R), CTBS

Donor Center Manager at Wytheville Community College

[Read full review](#) 

The features of NICE CXone that I find most valuable include the CXone Studio, which is an impactful scripting tool that makes it easy to build call flows. Additionally, the switch from using Avaya, which required connecting to a hard or soft phone, to using WebRTC via a web browser has significantly improved customer service efficiency. The high availability of WebRTC applications, whether with NICE or Genesys, is an essential improvement.

Argha Ghosh

Technology Specialist at Cognizant

[Read full review](#) 

“The dashboard: It can keep an eye on more than one thing at once, which makes my job a little less stressful. I have many sections open everyday: Agent List, Call/Contact List, Service Level, and Queue Counter. The wonderful thing about this is that you can have as many or as few things on your dashboard as you want. You can adjust it to how you want and what makes it easier for you. I also like that there is an option to use an integrated Softphone. If you do not have an actual phone to use, this is very helpful. .”

Verified user[Read full review](#) 

Service Level Supervisor at a comms service provider with 51-200 employees

“Some of the best features with NICE CXone are the real-time visibility that you have, which empowers you to make adjustments on the fly, such as turning on and off your queues and adjusting how we route calls to our agents.

“We can monitor their activity in real time and manage the traffic as needed, flexing up by increasing the number of ports to ensure that none of our calls are dropped or reskilling our agents based on choices made in our IVR.

“The reporting isn't bad, but there are opportunities for improvement; we get real-time dashboards for monitoring, though for performance management, we have to procure certain reports manually by pulling down raw data from the system, which could be better..”

Antoneil Phillips[Read full review](#) 

Operations Manager at a financial services firm with 11-50 employees

“One of the best aspects of CXone is its omnichannel experience. It treats all contacts, whether phone, chat, email, or SMS, through the same system, allowing for consistent reporting and a true omnichannel experience. The platform is very flexible. You can customize it to do almost anything as long as it's based on logic, which has been incredibly valuable.

In terms of analytics, CXone offers consistent, accessible data across all channels. In the past, different systems like Avaya for phones or separate platforms for chat and email made it hard to compare performance across channels. With CXone, you get the same data points across all interactions, making decision-making much easier. It also allows for deeper reporting, like IVR reporting, where you can see what options people choose and create custom KPIs for better insight.

.”

James Arvidson

Managing Partner at CX Partners Inc

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“The solution is very similar to what we had previously with Genesis. We wanted to maintain that solution while gaining more flexibility when adding new features such as AI components, which is considerably easier now.

“The control aspect has been particularly beneficial. We are able to control how we utilize our CCaaS platform. We built our own CCaaS platform using NICE CXone in our AWS environment. This control was a significant benefit of NICE CXone.

“The system is very flexible and powerful, especially for organizations wanting to control their environment. While Amazon Connect is effective, NICE CXone requires less work with its easier portal to configure the ACD and different users. NICE CXone provides better flexibility to build your environment with a cleaner UI for environment control.

“The solution provides opportunities to connect with various carriers, unlike Amazon Connect. Amazon Connect doesn't offer the same level of control into ACD or SBCs..”

Verified user[Read full review](#) 

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

Other Solutions Considered

I previously used Avaya, which is a telephone-based program not designed specifically for contact centers. With NICE CXone, I transitioned from an on-premises PBX technology to a cloud technology, addressing both contact center needs and potential cost savings.

Argha Ghosh

Technology Specialist at Cognizant

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“At my previous employment, we used Call Parrot which was absolutely atrocious. I switched to inContact because I started employment with a new company that was already using it. .”

Verified user

Donor Management Coordinator at Legacy Donor Services Foundation

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“We received an attractive deal when NICE CXone introduced their inContact solution. We knew we wanted to transition from our on-premises Genesis solution.

“Genesis was just launching their cloud solution while NICE CXone was more mature at that time. This maturity was a key decision-making factor along with pricing. Genesis, despite us being an existing client, didn't offer competitive pricing..”

Verified user

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

[Read full review](#) 

ROI

Real user quotes about their ROI:

“While specific numbers aren't available, comparing our previous costs with Genesis, there is definitely a return on investment. We are achieving cost savings compared to our previous Genesis expenses..”

Verified user

[Read full review](#) 

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

“Tech writers will enjoy MT. Developers less so. For some reason, they prefer the Stone Age writing tools, like text editors and writing Markdown, or Confluence wiki..”

Verified user

[Read full review](#) 

Principal Writer & User Experience Design at a tech company with 201-500 employees

NICE CXone saves time and resources due to its cloud-based nature, where infrastructure management is handled by AWS, reducing the need for me to manage it. This ease applies to all cloud technologies, including Genesys.

Argha Ghosh

Technology Specialist at Cognizant

[Read full review](#) 

Use Case

“I work remotely from home at night and use this system every single day that I am on shift. My company uses inContact for every incoming and outgoing call that comes through our call center as well as incoming emails and updates from our partner agencies..”

Verified user[Read full review](#) 

Donor Management Coordinator at Legacy Donor Services Foundation

“We're working in the finance space, banking, and our customers that we support are primarily banks and remittance services. We are a contact center providing services to other businesses, primarily by phone, but we're currently looking at diversifying the channels with omnichannel support such as chat, email, and social media..”

Antoneil Phillips[Read full review](#) 

Operations Manager at a financial services firm with 11-50 employees

“I chose NICE CXone because it had the best return on investment and could scale effectively. After setting it up, I was so impressed that I went to work for NICE for three years, implementing their product for new customers, and then partnered with them for another three years, doing integrations with Microsoft and Dynamics 365 and helping redevelop features like their dialer and list management.”

James Arvidson

Managing Partner at CX Partners Inc

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I use NICE CXone for several purposes, such as addressing issues where calls are dropping or getting diffused. I also encounter situations where prompts are not playing properly, and hours of operations are not functioning correctly. After migrating from Avaya to NICE CXone, I have experienced minimal issues like sound quality problems and instances where agents do not receive calls. These issues are, however, very minimal, indicating stability.

Argha Ghosh

Technology Specialist at Cognizant

[Read full review](#) 

“I use this everyday for my job. I am a supervisor so i need to be able to keep my eye on things and make sure everything is going according to schedule. With NICE inContact, I am able to watch all of my coworkers and direct each one to what task they need to be doing. Giving the okay to break or lunch and seeing who is on the phone, this is all simpler and possible thanks to the "Agent List" that we have set up on our NICE inContact dashboard. You can have as many dashboards as you need. Each person can have their own or you can all use the same one, whatever works best for your company..”

Verified user[Read full review](#) 

Service Level Supervisor at a comms service provider with 51-200 employees

“We use NICE CXone for voice routing and we have our IVR on it. We utilize ACD, IVR, and many other features. In our current application, we have implemented almost everything available.

“We build our own systems with NICE CXone. We control all the modules ourselves for the routing and queue management. We control our own systems, which is what we appreciate about NICE CXone. We're not relying on a third party to maintain our system.

“We are implementing chat, email, and voice capabilities. We have multi-channel functionality and are working on combining that into an omnichannel experience for the users..”

Verified user[Read full review](#) 

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

The initial setup of NICE CXone was straightforward. While the installation itself was easy, the actual implementation, particularly when building call flows that demand coding, proved more complex.

Argha Ghosh

Technology Specialist at Cognizant

[Read full review](#) 

“For a smaller organization, keeping the out-of-the-box configuration would make deployment easier. The deployment of NICE CXone is straightforward and simple..”

Verified user

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

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“It was very straightforward, we worked with a third party implementation group and they were fabulous and so easy to work with. They did great at dumbing down the developer and coding lingo to terms that we could understand and navigate through the setup..”

Verified user

[Read full review](#) 

Customer Service Manager at a wholesaler/distributor with 51-200 employees

“Being a cloud service, everything ran from day 1. We styled the site according to the company profile, and even then, we swiftly received the assistance we needed, when we had issues with CSS or other related issues..”

Verified user

[Read full review](#) 

Technical Writer / Help Author / Copywriter / Course Instructor at a tech vendor with 11-50 employees

“The initial setup was fairly straightforward. They provide online training and support for new users. They, also, provide a detailed walkthrough of setting up your product. It is easy to get technical support when needed, during this process..”

Verified user

[Read full review](#) 

Marketing Coordinator Co-Op at a tech services company with 11-50 employees

Customer Service and Support

The technical support for NICE CXone is outstanding. I rate them a nine. For example, when I faced an issue with reaching a Poland DID that was ported to NICE CXone, their support team resolved the problem immediately.

Argha Ghosh

Technology Specialist at Cognizant

[Read full review](#) 

“I love the customer service/technical support that I receive! They are always available, quick to respond and quick to resolve any questions or concerns that I have..”

Verified user

Customer Service Manager at a wholesaler/distributor with 51-200 employees

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“The customer service is generally good. We have our own technical account manager which provides us with substantial visibility. We work effectively with NICE CXone and their technical support is reliable..”

Verified user

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

[Read full review](#) 

“Customer support is terrific. The team is personable, informed, and responsive. Asking for new features is not quite that way, but every other kind of support question is handled beautifully..”

Verified user

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Principal Writer & User Experience Design at a tech company with 201-500 employees

“The response time can vary depending on the resource you need; they have 24-hour support for basic issues, but if the issue is network-related or involves configuration, or maybe implementing a new tool, it might take north of 24 hours to identify the right resource to assist you.

“On a scale of 1 to 10, I would rate their customer service or technical support about a six and a half..”

Antoneil Phillips

[Read full review](#) 

Operations Manager at a financial services firm with 11-50 employees

“Customer Service: .”

For immediate concerns, they're great about getting back to you quickly. The folks I've worked with are friendly.

Technical Support: .”

For simple matters, I would give technical support a rating of 10/10. They are very quick, and provide friendly responses to questions and bug reports. For larger asks, the score would be much lower, as sometimes larger issues were not addressed in a timely manner..”

Verified user

Principal Writer & User Experience Design at a tech company with 201-500 employees

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Other Advice

Overall, I rate NICE CXone as an eight out of ten. I would recommend this tool to others in similar roles. There are areas for improvement, like the simplification of certain tools and the enhancement of communication from NICE CXone about new features. Despite some room for improvement, it's a robust tool.

Argha Ghosh
Technology Specialist at Cognizant

[Read full review](#) 

“If you are wondering if you or your company should use NICE inContact, I would suggest reaching out to them and asking for a demonstration. Totally worth it! It is super simple to use..”

Verified user
Service Level Supervisor at a comms service provider with 51-200 employees

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“Get a trial! We got a pretty extensive trial period where we could try to migrate existing content and see how we could organize it in MindTouch.

Being able to test the system with our actual content and seeing how it really worked had us convinced..”

Verified user

Technical Writer / Help Author / Copywriter / Course Instructor at a tech vendor with 11-50 employees

[Read full review](#) 

“We have absolutely loved this platform. The implementation team was awesome and the ongoing service and support is phenomenal. I can look in the knowledge base for answers to my questions, jump on a quick chat or reach out to the technical account managers, but I always get quick responses to any question that I have. They also communicate all updates or service disruptions in a quick and informative manner, I never feel like I am in the dark about what is going on with the system..”

Verified user

Customer Service Manager at a wholesaler/distributor with 51-200 employees

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“We utilize the analytics tools within NICE CXone while also employing our own tools. We scrape our data and use our own analytics tools alongside NICE CXone's insights, which help inform our contact center decisions.

“We are implementing Enterprise Strategic Planning (ESP). For workforce management, considering all our different channels, it's beneficial to monitor agent breaks, volume increases, and plan agent scheduling accordingly.

“On a scale of 1–10, I rate NICE CXone a 9..”

Verified user

Senior Manager, Contact Center Technology at a financial services firm with 10,001+ employees

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“I really can't add any value about how it's influenced our customer journey just yet because we're just in the process of implementing that and have no data at this stage.

“Overall, NICE CXone is not a bad product at all. There are some opportunities for improvement that could make NICE CXone a solid offering—it's a great tool that is very intuitive and doesn't give us much headache to use, but the support could improve. If they could address the issues I've mentioned, they would have a really nice product.

“I rate NICE CXone a seven out of ten..”

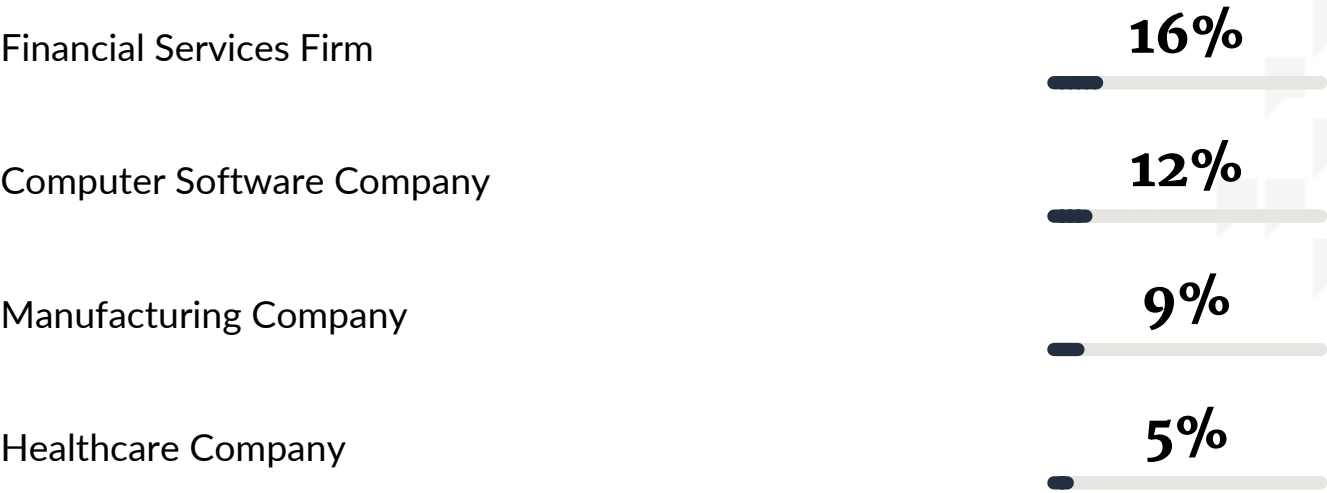
Antoneil Phillips

Operations Manager at a financial services firm with 11–50 employees

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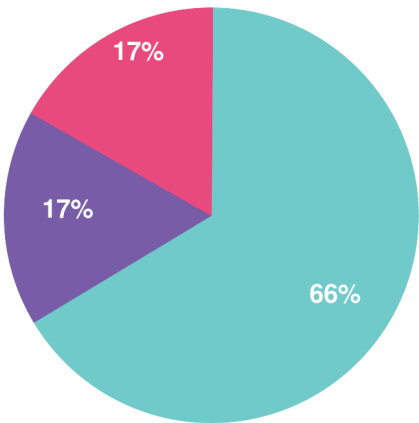
Top Industries

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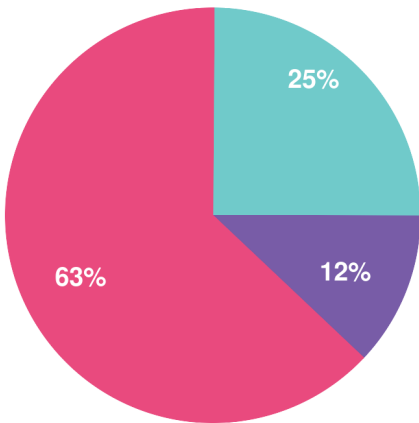


Company Size

by reviewers



by visitors reading reviews



Large Enterprise Midsize Enterprise Small Business

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