



Technology

NICE · CX^{one}

NICE CXone delivers a comprehensive Agile Customer Experience solution for your customer service on the world's #1 cloud native CX platform, providing a digital-first, hyper-personalized and adaptive environment for both consumers and employees.





I wouldn't be able to do my daily tasks without xMatters.

REGINE VILLAMIN

Length of xMatters relationship

1+ year

How does NICE CXone utilize xMatters?

I am part of the Service Operations team specifically for Incident Management. We use xMatters daily to engage respective resources to drive the resolution of an incident.

Which integrations and built-in workflows does NICE CXone utilize?

We definitely use messaging-related workflows. For instance, to send a message or alert to a respective team who's on-call, notifying them to immediately join a conference bridge.

Have you created any custom workflows in Flow Designer yourself? If yes, please explain further what they are and why the businesses needed them

Indeed, we have created multiple custom workflows in the past. We've used them mainly as templates, so we can quickly assemble the right resources required for a specific topic or issue.

A Solution to Rely on

I won't be able to do my daily tasks without xMatters. xMatters is a way of life.



xatters.com