

inContact  
**Open Cloud  
Platform**

Scalable, Reliable, Extensible, Powering Contact Centers of all Sizes.

# The **trusted** enterprise-grade foundation for the inContact Customer Interaction Cloud

The inContact Open Cloud Platform is the enterprise-grade foundation that empowers contact centers of any size to scale securely, deploy quickly, and serve customers globally. inContact delivers the industry-best published service level agreement of 99.99%. We offer an extensive collection of pre-built integrations from a large network of ecosystem partners. To help customers and partners create their own custom integrations, inContact publishes the same RESTful APIs used to build our own applications, and provides an Interactive Developer Community. inContact offers the broadest level of certifications in the industry, including PCI Level 1 and below, HIPAA, SOC 2, SOX and others.

## With the inContact Open Cloud Platform, you get:

- An extensive collection of RESTful APIs
- inContact pre-built integrations
- Access to the inContact inCloud Partner Ecosystem (iCE)
- The power of Data Storage in the Public Cloud using Amazon Web Services (AWS)



"The inContact RESTful APIs were very easy to understand and consume. Using the sample code, I was very quickly able to understand and integrate the API into our iOS application code."

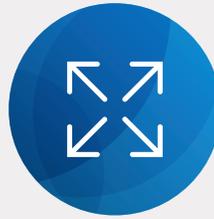
**Josh Wagner,**  
**Veracity Solutions**

# Depend on **unparalleled** security, scalability and reliability

**With the inContact Open Cloud Platform, contact centers of all sizes can serve customers anywhere in the world, with the assurance of:**



Certifications to provide maximum security for your data



The ability to scale up and down to accommodate seasonal needs



Industry leading uptime for systems and infrastructure

# Depend on industry-leading **reliability**

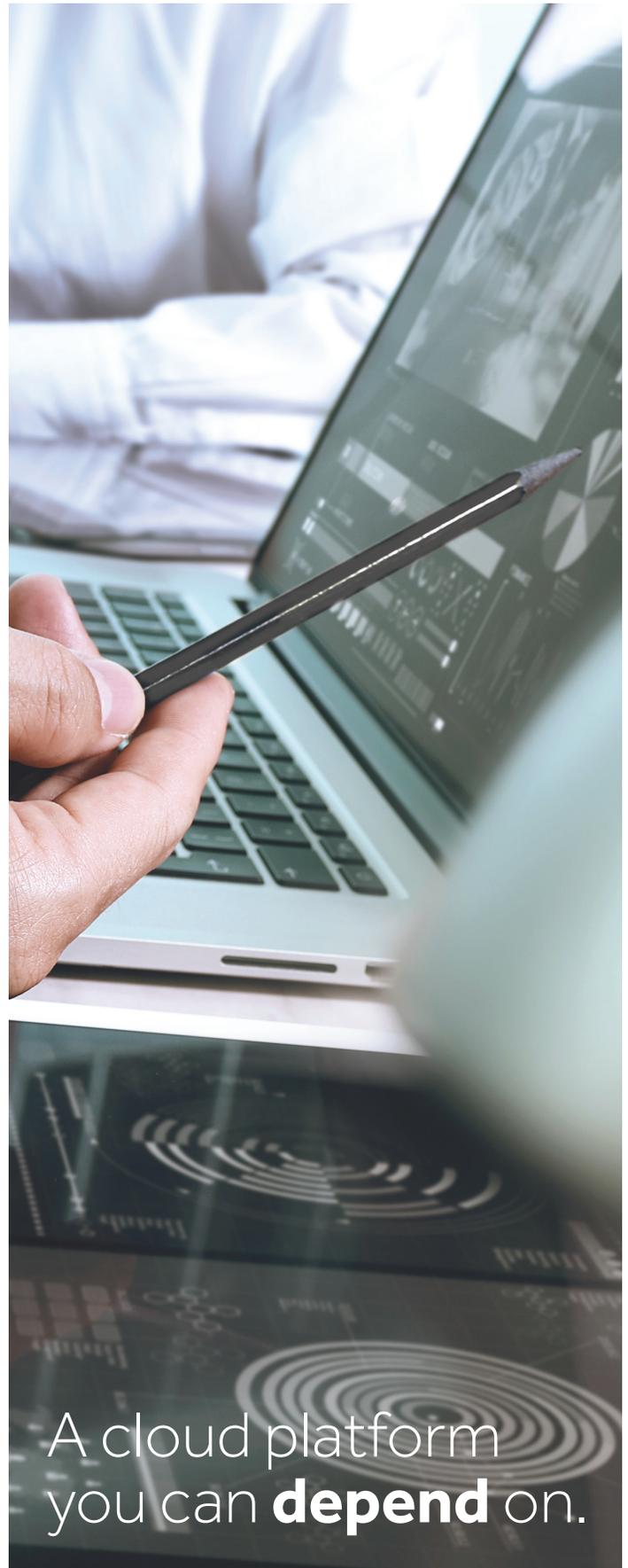
**inContact has the industry's best published service level agreement.**

- 99.99% SLA uptime for systems and infrastructure
- Hot standby with immediate failover
- High customer satisfaction and a reputation for reliability —connected calls stay connected
- Minimize lost revenue —no more system or infrastructure downtime

# **Rely** on the highest security & compliance certifications

**inContact maintains various industry certifications to ensure that your cloud contact center solution provides maximum security.**

- inContact was the first Cloud Contact Center vendor to join the Cloud Security Alliance (CSA)
- inContact offers a Payment Card Industry ("PCI") Level 1 compliant environment under the Payment Card Industry Data Security Standards ("PCI DSS"), validated by an experienced 3rd party Qualified Security Assessor ("QSA")
- Other industry standards inContact adheres to include: Service Organization Controls 2 (SOC2), Sarbanes Oxley Act (SOX), Federal Communications Commission regulations regarding Customer Proprietary Network Information (CPNI), Safe Harbor, Health Insurance Portability and Accountability Act (HIPAA), Section 508/VPAT; inContact is registered with the Information Commissioner's Office ("ICO")



A cloud platform  
you can **depend** on.



## Customize and integrate **with ease**

**Essential for a complete contact center solution, inContact offers continuously expanded, updated, well-documented and tested application programming interfaces (APIs), as well as pre-built integrations and a wealth of partner solutions.**

- inContact publishes the same RESTful APIs for your use that our own developers use for building our product
- Developers receive anytime access to extensive, interactive documentation and support (at no cost), via the inContact Developer Community
- Includes the ability to execute APIs against your own Business Unit data directly from our Developer Portal website
- Provides access to our developer forum to share knowledge and experiences with other customers, partners and inContact programmers
- Pre-built integrations such as the inContact Agent for Salesforce streamline CRM integration, making it a matter of hours (not days or weeks)

## Scale globally, feel **local**

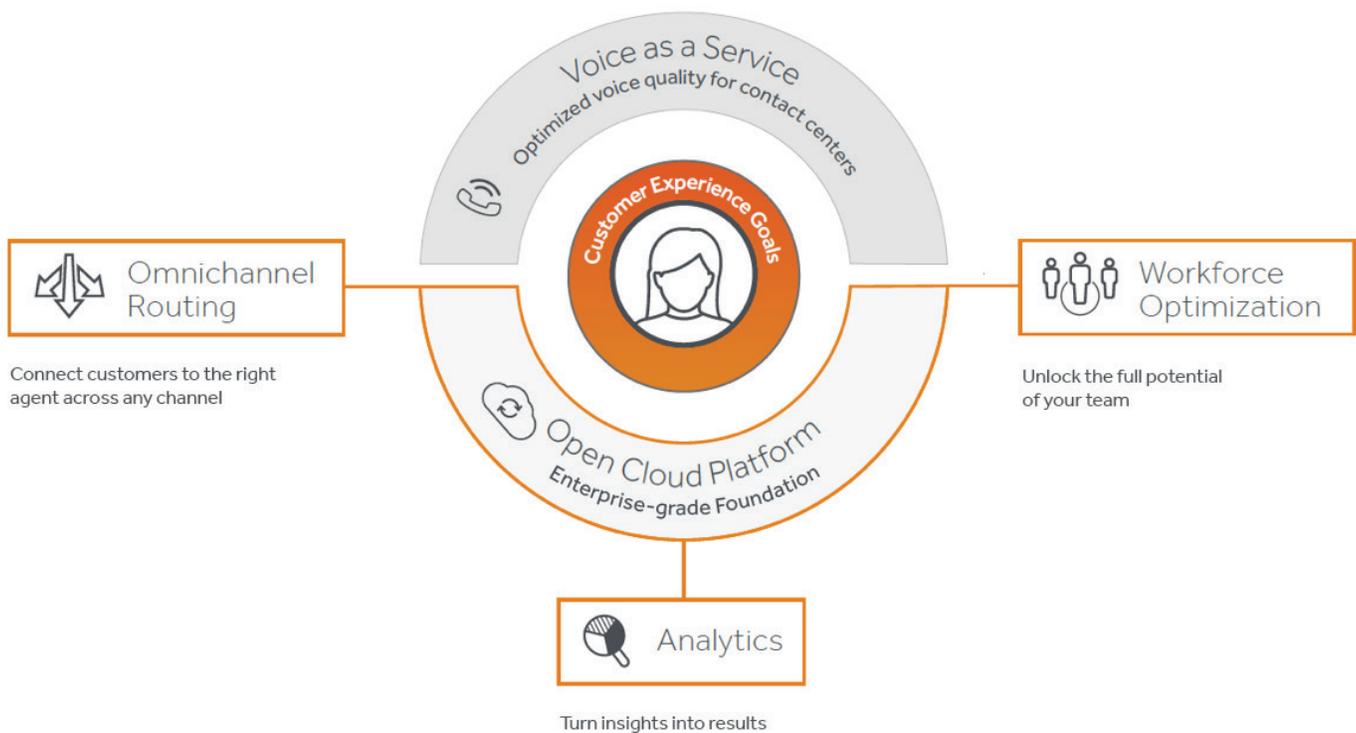
**Deploy with flexible and multinational options.**

- inContact can provide toll-free and local numbers in over 100 countries
- Public Cloud storage using Amazon Web Services (AWS) enables flexible data storage
- The ability to deploy locations and agents anywhere on the globe simplifies adding language support to your contact center environment
- inContact Agent and Central (including Reporting) interfaces are available in ten languages (Chinese, English, French, German, Italian, Japanese, Korean, Brazilian Portuguese, Russian and Spanish)
- The inContact Chat interface is available in all ten languages supported by the Agent interface, plus Danish, Norwegian, and Swedish

# Transforming **One-on-One** **Experiences** in the Contact Center

Our industry-leading Customer Interaction Cloud drives your success in every area that counts. Complete agility across every channel means your customers can connect however they want.

With Omnichannel Routing and Voice as a Service, you can create the optimal experience in every interaction. Workforce Optimization helps you transform your teams into customer experience pros. With Analytics, you get the data-driven tracking and visibility to drive performance. And it's all built on our global Open Cloud Platform with guaranteed 99.99% uptime.



## About inContact

inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. inContact continuously innovates and is the only provider to offer a complete customer interaction platform in the cloud that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.