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ASIA EDITION

NICE inContact expands support to Australia, NZ during COVID-19 outbreak

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Free work-from-home module and free voice call ports for health services and information line organisations to handle increased interactions volume



NICE inContact has announced expanded support for Australia and New Zealand contact centres to eliminate potential disruptions during the current COVID-19 outbreak.

NICE inContact is providing a free work-from-home module for users of the NICE inContact CXone cloud customer experience platform, to maintain service continuity while employees need to work from home. In addition, to support the potential increase in call volume that health services and information line organisations may receive, NICE inContact will provide free voice call ports to those organisations for the next six months.

NICE inContact will also offer a free Business Continuity Planning (BCP) review to verify that work from home and geographic flexibility can be performed without interruption to the business.

In several instances, NICE inContact has set up new centres able to service millions of citizens within hours. By shortening the set-up time by 99% compared to conventional systems, governments and businesses can now respond with speed and agility to quickly changing customer needs and business continuity demands.

In addition to the work-from-home offering, CXone provides full capacity elasticity and flexibility to dynamically move work across geographic locations. As businesses are shifting work to less affected regions and need to handle significantly varying volumes of customer service interactions, CXone enables an instantaneous shift in volume and location, across over 100 countries.