

# CXone Agent for Salesforce Service Cloud Voice

## Quality Voice from a Proven Contact Center Provider

CXone Agent for Salesforce Service Cloud Voice is an embedded agent interface that provides Salesforce Service Cloud users with CXone telephony and voice features directly from within the Salesforce Omni-Channel Widget. From inbound and outbound calling to advanced voice functionality for consulting, transferring, and conferencing, agents have access to key features embedded directly within Salesforce. And with direct integration to Salesforce records and cases, contact details are immediately presented to the agent when a call comes in, eliminating the need to manually search.

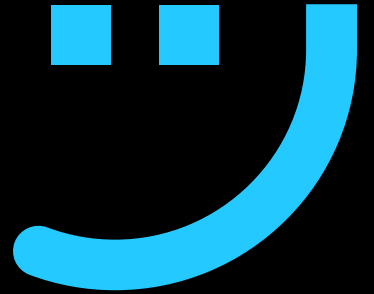
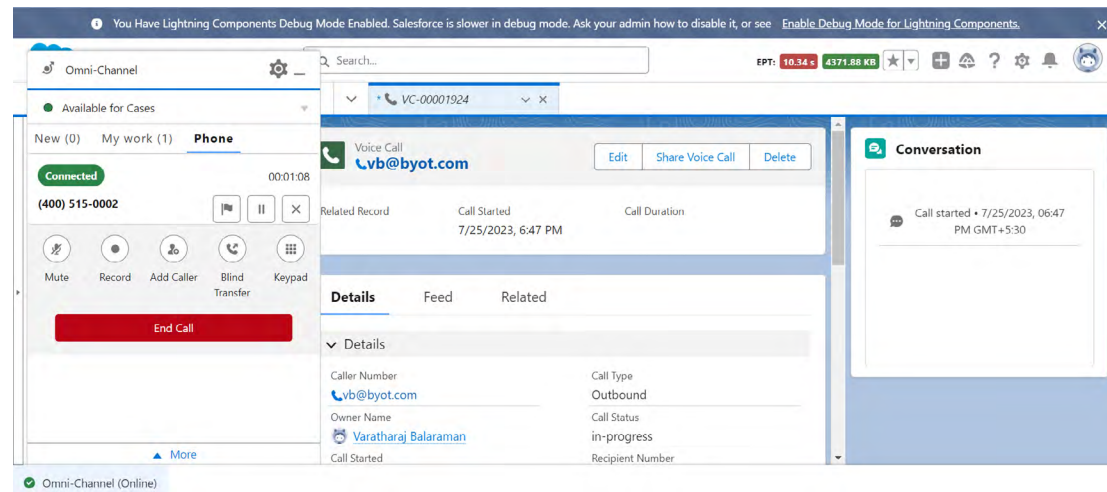
### SINGLE WORKSPACE, SEAMLESS EXPERIENCE

Provide agents with full access to voice controls embedded directly within the Salesforce Omni-Channel Widget, enabling a single panel workspace experience for users and eliminating the need to switch back and forth between applications.

- Seamlessly handle inbound and outbound voice interactions without leaving Salesforce.
- Search the CXone address Book for agents, skills, and contact information to easily identify and transfer/conference other agents.

CXone Agent for Service Cloud Voice gives agents voice controls in one easy accessible area.

Active voice interaction, in process.



- > [Learn more](#)
- > [Talk to a specialist](#)  
1-866-965-7227
- > [Contact us](#)

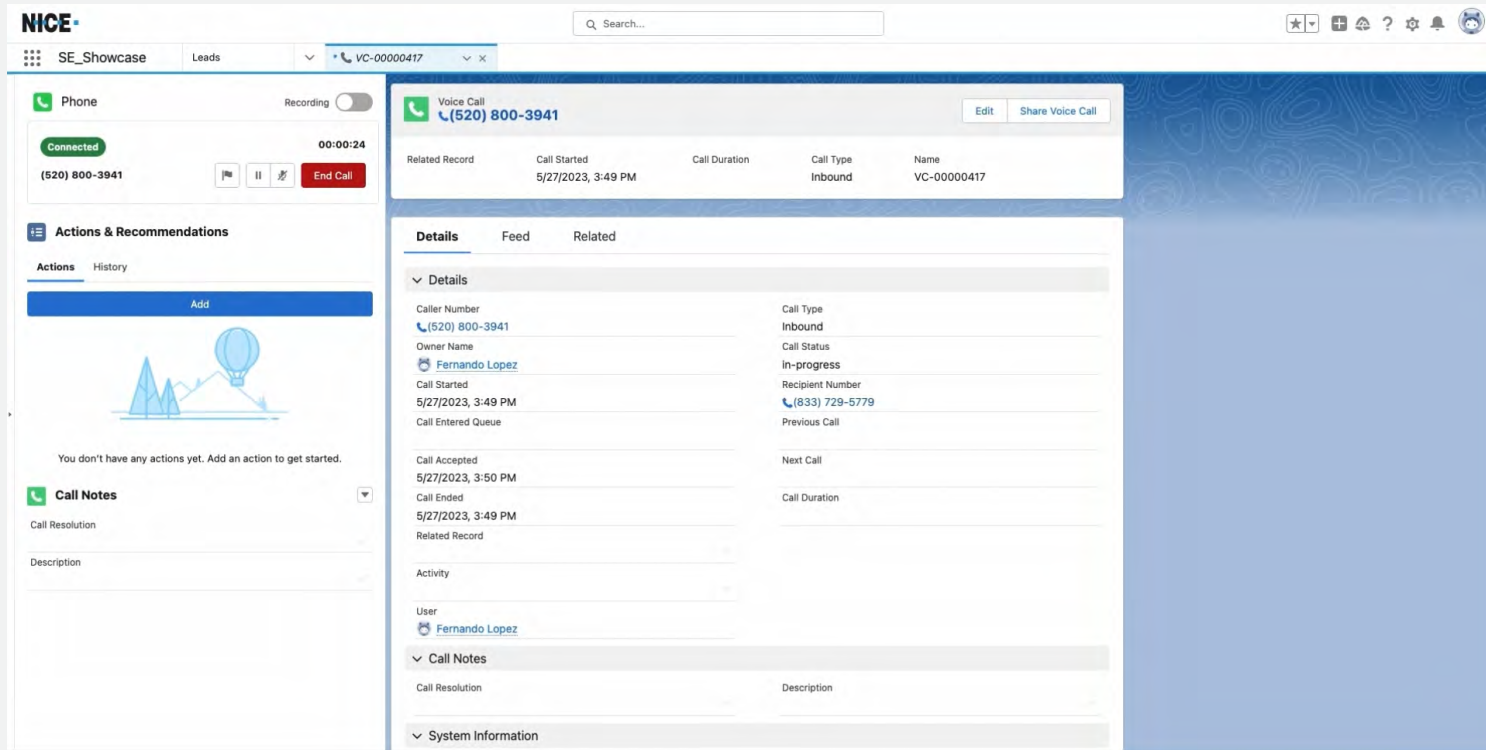
### BENEFITS

- Unified agent experience with quick and easy access to all agent functions
- Guaranteed voice quality, backed by the industry's only voice SLA based on the Mean Opinion Score (MOS)
- Enhanced supervisor visibility into all interactions through reporting, monitoring and agent engagement
- Improves CX by recording, transcribing, and analyzing 100% of all voice interactions

### KEY FEATURES

- Agent Single Sign-on
- Real-time transcription can be integrated with Salesforce Einstein
- Robust call controls, including click-to-dial, transfer & recording
- Supervisor functionality for listen, barge, reporting & real-time metrics
- Omni-flow integration provides eased data sharing and screen pops

CXone Agent for Service Cloud Voice provides one screen access to customer records with call arrival, including actions & recommendations and call notes.



## DELIVERED INTERACTIONS, COMPLETE CUSTOMER CONTEXT

Deep integration provides immediate access to corresponding customer records and cases as soon as calls come in.

- Eliminate the need for agents to search for customer records with automated screen pops to corresponding contact card.
- Ensures agent has full visibility into customer historical evidence without opening another application.

## INCREASED CALL INSIGHTS WITH REAL-TIME TRANSCRIPTION

All incoming and outgoing calls can be automatically recorded and transcribed, allowing for increased quality monitoring, ensuring compliance, and further extending opportunities for automated call analysis.

- Provide monitoring on 100% of interactions to improve agent performance and customer service.
- The ability to extend integration to include Salesforce Einstein for more granular interaction insights is also available.

## About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

[www.nice.com](http://www.nice.com)

Waterfront Corporate Center III  
221 River St, 10th & 11th Floors  
Hoboken, New Jersey 07030

[Visit nice.com](http://www.nice.com)

[Contact us  
www.nice.com/contact-us](http://www.nice.com/contact-us)

Copyright © 2022, NICE Ltd. All rights reserved.

