

NICE CXone SMS Integration

Power your NICE CXone contact centre with enterprise-grade SMS delivery, backed by Optus SMS Suite.



Leverage the Optus SMS Suite integration with CXone, to manage your Contact Centre's SMS traffic.

Achieve one-way and two-way messaging with optional Sender ID which allows you to engage with your customers using your brand, via the NICE CXone Contact Centre application and with the confidence of knowing your data is stored locally.

Features and Benefits

- ✓ Secure SMS delivery supporting one-way and two-way messaging
- ✓ Enable outbound campaigns with multiple recipients
- ✓ Maximise brand by using Sender ID for outbound messaging
- ✓ Local and secure data storage
- ✓ Single Bill for Optus Customers

How does it work?

Our solution uses the NICE Bring Your Own Channel (BYOC) feature, combined with existing NICE APIs to create a secure digital point of contact. The middleware provides a bridge between the NICE system and the Optus SMS Suite.



The Optus SMS Suite, an intelligent, omnichannel messaging platform that can integrate seamlessly with your business applications such as CRM, eCommerce platform and more.