

ULAP for NICE

Global Service and Telephony for CXone

Deliver through CXone: a unified interaction-centric platform, with rich capabilities and an AI purpose-built for CX

ULAP for NICE offers a powerful, globally available connection to ensure your customers' experience is highly reliable, anywhere in the world.

Businesses work with ULAP's network capabilities for NICE to tap into hard-to-reach markets, providing the same high-performing, seamless experiences everywhere.

Official Partnered Service

ULAP is official partners with NICE. Your CXone-based operations will travel through a highly-reliable, global and optimised network to ensure consistency anywhere in the world.

ULAP is also a telecoms-licensed provider, offering competitive cost and PSTN replacement options worldwide.

Digital and Self-Service

Make answers easy to find. Engage your customers on the same channels they use to interact with family and friends.

Journey Orchestration and Routing

Give your customers seamless journeys across voice and digital channels with personalized self-service and agent experiences.

Workforce Engagement and Management

Give agents full visibility and enticing gamification to drive performance. Guide them in real time with AI and empower employees with flexible scheduling.

Agent Assist

Boost employee satisfaction and agent success with AI-driven apps and tools for real-time guidance and highly personalized coaching.

CX Analytics

Analyze 100% customer interactions – every call, email, chat, message – for actionable insights to continuously enhance the customer experience.

Open Cloud Platform

One platform engineered with a core module framework open to 3rd party integrations, and all the reliability, security, and flexibility you need.

Enlighten AI for CX

Drive business outcomes while improving experiences for customers and employees alike with AI purpose-built for CX embedded throughout the platform..

ULAP extends NICE's global reach to **70 countries**. Our SBCaaS is available for NICE in all other countries worldwide.

NICE is flexible and offers several ways to set up their communications systems. As a partner within their global ecosystem, we extend their limited coverage to over 113 countries worldwide, plus cloud-based numbers in 70 countries. We can also enable numbers from existing providers with our ULAP SBCaaS, whether it's cloud-peering on on-premise.

- **Carrier Flexibility**

You can keep your existing phone carriers. There's no need to disrupt your current contracts or negotiation rates

- **Global Usability & Compliance**

Some regions have strict regulations around telecommunications. We help you remain compliant with local laws by using regional carriers.

- **Customize & Control**

Our partnered service offers greater control over how your phone system is set up. Tailor to specific business needs, and global calling routing.

Advantages of ULAP for NICE:

Global Connectivity

ULAP offers global connectivity, with our Smart Cloud Network. Our coverage includes over 113 countries, with PSTN replacement and SBCaaS worldwide.

High-quality Voice Service

Bring phone numbers with your chosen area codes to your voice system. If you can't port it away or SIP is not available with your local provider, we can enable it for you

Affordable calling plans

With a telecommunications license, ULAP offers carrier-direct, competitive pricing for global use. Streamline your communications to reduce costs and retain control.

Fully Managed, 24/7/365 Support

Our dedicated representatives will manage your deployment process from design to finish, including remote testing. Round-the-clock-support will be available.

How We Integrate Your Global NICE CXone

As official partners of NICE for their leading CX software, we extend their PSTN Connectivity to all regions including the Americas, APAC, and EMEA.

A

ULAP CALLING FOR NICE

Access your NICE CXone system with no hardware and full call functionality. You'll get a simple, fully managed service. We handle all the phone set up and management.

B

SIP TO ULAP CLOUD SBC

Bring your own phone numbers and calling plans from your local provider; we'll help you integrate with ULAP SBCaaS with no hardware required. Connect video and calls securely over our Smart Cloud Network.

C

ON-PREMISE GATEWAY TO ULAP CLOUD SBC

If you have phone equipment at your office, we can enable it for VoIP and connect it to your CXone. Keep your existing on-premise set up while elevating your software with high-quality multimedia delivery.

View diagrams on the deployment options in the appendix.

ULAP Networks is a licensed carrier.

With a telecommunications license, we can offer our clients competitive, carrier-direct pricing to streamline costs and choose a global package to suit their needs.



ULAP Smart Cloud Network has over 20 nodes in 6 continents.

Business calls transmitted over our network are secure, high-quality and reliable for international operations.

Visit [ULAP's Network & Coverage](#) for more specific information.

ULAP's Smart Cloud Network supports global data and voice traffic. With points-of-presences in over 20 countries, spread across 6 continents, businesses can rest assured of network reliability.

Plans are built in with disaster recovery and redundancy plans to support business continuity in the face of any event.

GET IN TOUCH

Phone: 1-888-504-ULAP
 Email: info@ulap.net
 Website: www.ulap.net

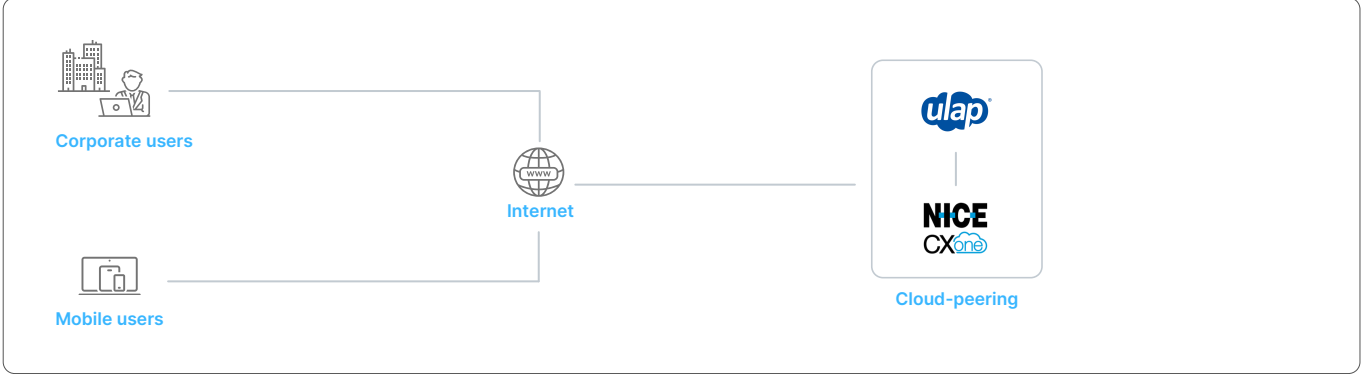


**AVAILABLE FOR ALL COUNTRIES,
 INCLUDING the Americas, APAC & EMEA**

Appendix

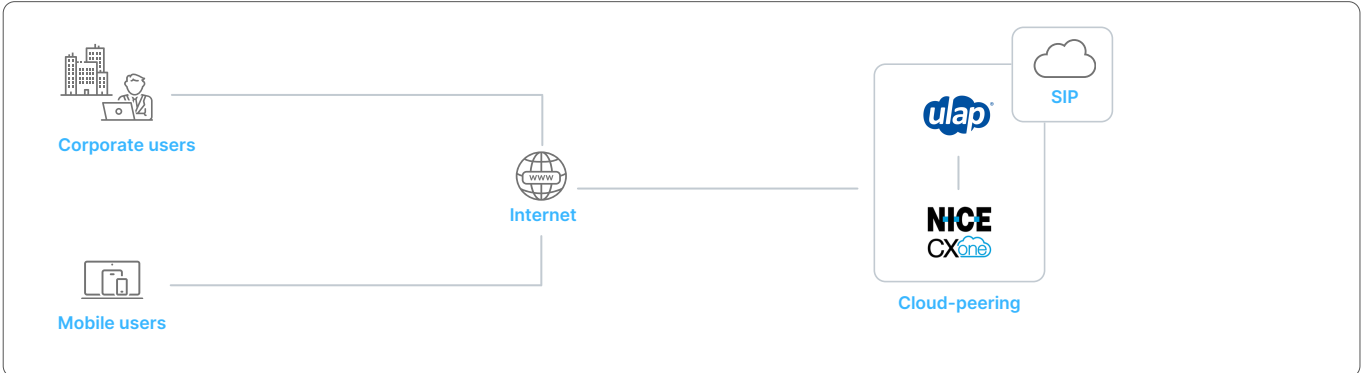
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