

Build a better Citizen Experience.



G-Cloud 15 NiCE Software Service Definition

Powered by Route 101

Route 101

The Conifers, Filton Road,
Hambrook, Bristol, BS16 1QG

03330 110 400

route101.com

About Route 101

Route 101 is a SaaS provider of next generation customer engagement platforms, offering award winning solutions from market leading vendors. We deliver a full range of services to ensure our clients get the maximum value from the solutions we provide, including all associated consultancy, professional services, training and support. Route 101 has:

- The **knowledge** to get to the heart of your business and customer needs,
- The **expertise** to advise you on what you need and what you don't,
- The **technology** to deliver a world-class, customer focused solution, and,
- The **desire** to build a lasting and mutually beneficial partnership with you.

Route 101 and NiCE in Partnership

Route 101 is a NiCE CXone Platinum Partner and Certified Implementation Partner, as well as recipient of numerous awards, including multiple Partner of the Year awards. This level of accreditation and acknowledgment demonstrates our extensive experience deploying and supporting CXone, as well as our ability to empower our customers to provide exceptional customer experiences. Using our in-house team of accredited NiCE specialists across our solution design, project delivery and support teams, we can provide an end-to-end service, including consultancy, discovery and design, implementation, training, and ongoing support and optimisation, fully supported by NiCE themselves.



We work very closely with NiCE to provide complete solutions to customers, as well as a robust, efficient and proactive support service. Part of the value that Route 101 brings is that we have extremely strong vendor relationships, and we truly champion our customers within our partner organisations, bringing your requirements and feedback to their direct attention. Within NiCE, we are able to leverage relationships on behalf of our customers in account management, support, implementation, solution design, R&D, marketing, and more, as well as within the leadership team.

Route 101's Associated Services

Please see the accompanying "G-Cloud 15 Route 101 Support Service Definition" document, "G-Cloud 15 Route 101 Support Pricing" document and our "G-Cloud 15 Government Digital and Data Roles Rate Card" for our associated professional and support services and pricing. These can be found under Route 101's listing within Lot 3, and include the following:

Design & Delivery: Architecture design, configuration, IVR development, channel enablement, platform deployment, testing, training, consultancy, using in-house expert technical resources.

Support & Service Management: Route 101 offers a tiered support service, with options to include 24x7 P1 and P2 incident coverage; ITIL service management; customer success management; regular service optimisation sessions; moves, adds, changes; and much more.

Continuous Optimisation: Beyond go-live, we work with customers to continually optimise the service, for example by refining routing, expanding digital channels, introducing new automations, improving operational efficiencies using data-driven insights, and much more.

NiCE CXone Software Description

A modern, AI cloud contact centre platform, delivered with Route 101 expertise

NiCE CXone is a leading cloud-based contact centre platform designed to help organisations deliver seamless, efficient and personalised citizen experiences across every channel. Built as a true CCaaS solution, CXone brings together omnichannel routing, analytics, quality management, workforce optimisation and AI tools in a single, scalable platform.

For public-sector bodies facing increased demand, rising expectations and the pressure to modernise legacy estates, NiCE CXone offers a secure, resilient foundation for long-term transformation. As a NiCE Platinum Partner and a UK-sovereign delivery specialist, Route 101 designs, implements and supports CXone deployments across complex environments — including major government departments — ensuring the platform is configured to meet strict operational, compliance and security requirements.

Why organisations choose NiCE CXone from Route 101

Unified, channel-agnostic experience: Voice, chat, email, social, SMS and digital channels are all managed from a single interface, helping agents deliver faster, more consistent service and reducing operational complexity.

AI-powered service improvement: CXone's native AI capabilities — including real-time sentiment analysis, predictive routing, agent assist, workflow automation and Enlighten AI — support smarter, quicker decision-making while improving both customer outcomes and agent performance.

Scalable for peak demand: Engineered for 99.99% availability and built on enterprise-grade cloud architecture, CXone scales elastically to handle large-scale events, surges in service demand or multi-site operational needs. Route 101 designs highly resilient connectivity using active/active Gamma SIP trunks for maximum continuity.

Sovereign-cloud ready for public sector: Working with NiCE, Route 101 can provide CXone within UK-sovereign environments, ensuring that sensitive citizen data remains fully compliant with government requirements for residency and security. This approach underpins some of the largest public-sector cloud contact centre modernisation programmes in the UK.

Deep CRM integration capability: Route 101 has extensive experience integrating CXone with platforms such as Salesforce, Zendesk and Microsoft Dynamics. This includes advanced CTI features, screen-pop, click-to-dial, case routing and outbound dialler integration — proven across high-volume, mission-critical environments.

NiCE CXone Core Components

CXone ACD / IVR is a skills-based routing engine that intelligently routes digital and voice interactions to the right agents. Automated call distribution software provides a universal queue for 30+ digital channels, as well as voice, self-service, AI and chatbot interactions. A consolidated omnichannel agent interface provides agents with customer context, and CXone's visual, drag-and-drop Studio facilitates designing contact flows regardless of channel.

CXone Digital Agent provides 30+ social media and messaging channels. These include Twitter, Facebook, Instagram, WhatsApp, email, chat, and more, as well as a "bring your own channel" option.

CXone Agent is the browser-based agent interface for CXone which supports WebRTC as well as the option for alternate voice paths, such as a desk phone or home landline.

CXone Copilot is an AI-powered assistant that supports agents in real-time by surfacing answers, suggesting next-best actions, and generating instant summaries to improve speed, consistency, and service quality across all channels.

CXone Autopilot is a fully integrated, AI-driven virtual agent that delivers intelligent, human-like self-service by understanding intent, handling voice and digital interactions end-to-end and seamlessly passing full context to live agents when needed.

CXone AutoSummary automatically generates clear, structured summaries of every voice or digital interaction in real time, reducing after-call work and ensuring consistent, accurate records across the contact centre.

CXone Interaction and Screen Recording provides secure, full-featured call recording and optional screen capture for audio and digital channels to satisfy contact centre compliance and quality needs.

CXone Quality Management delivers a better omnichannel customer experience through targeted agent feedback. It enables organisations to leverage automatic, granular analysis and categorisation to more effectively pinpoint and evaluate interactions, keeping agents on message.

CXone Workforce Management empowers you to anticipate business demands and optimise your workforce with the industry's most intelligent and accurate omnichannel forecasting engine. Patented AI and machine learning technology unlocks your workforce's potential and harnesses the true power of your organisation's greatest asset – your people.

CXone Performance Management inspires employees to own performance and align with organisational goals by providing transparency and continuous feedback in a social environment. Report on "one view of the truth" via customisable KPIs and dashboards aggregated from disparate sources to drive continuous improvement and a high-performance culture.

CXone Interaction Analytics is an AI powered omnichannel reporting and analytics tool that identifies root cause and trends across 100% of customer interactions and delivers insights through the full customer journey.

CXone Feedback Management provides omnichannel customer surveys that deliver in-depth analytics and benchmarking capabilities to drive actionable insights with minimal effort.

CXone Personal Connection is a patented proactive outbound dialler that generates more revenue and fewer hang-ups. It gives your internal sales teams an easier way to achieve target by connecting with more prospects every day. It also helps your customer service teams reduce inbound calls through personalised, low cost and proactive outbound notifications.

CXone Agent for CRM and Integration capabilities allow you to integrate your CRM with your contact centre operations for optimal business benefits, including improved agent productivity, holistic customer data and personalised customer experiences.

CXone Expert is a smart knowledge management platform that meets consumers at their point of need and makes the right self-service answers easy to find for both customers and agents. Expert optimises your organisation's content to improve the customer journey with effortless self-service, extending across web pages, bots, and digital channels.

NiCE IEX WFM provides an alternative enterprise level workforce management solution with enhanced capabilities for agent scheduling and forecasting, agent self-service, real-time and historical adherence, intraday management, app capabilities, and more.

Integration & Connectivity combines resilient SIP trunks with tertiary routing options for uninterrupted voice delivery; all tested against government-scale performance needs.