

SERVICE DEFINITION DOCUMENT

concentrix™



NICE

NICE CXone

Service Type - Lot 2b: Software as a Service (SaaS)

Service Name - NICE CXone Contact Center as a Service (CCaaS)

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1. INTRODUCTION

Concentrix handles millions of interactions between the world's best brands and their customers every day, so we know the definition of Best-in-Class Customer Experience is expanding almost daily. As customers demand increasing levels of ease, personalization, and service excellence, Concentrix helps our clients stay ahead of those demands by designing, building, and managing Customer Experience solutions that consistently delight even the most demanding customers.

Our solutions are built on cloud-based solutions that ensure the next advancements in Customer Experience can be delivered quickly and efficiently.



Our CX Solutions

We continually invest in the best resources and technology to ensure that we can turn your Customer Experience goals into reality

Over last 15+ years of experience Concentrix have deployed over 50 Major CXone clients with over 9500 Configured advisors and average concurrent usage of just under 5000 with peaks up to 7500. Our teams design, deliver and manage both our BPO clients and "technology only" deployments. We deliver both to client and to client partner sites including other BPO organisations.

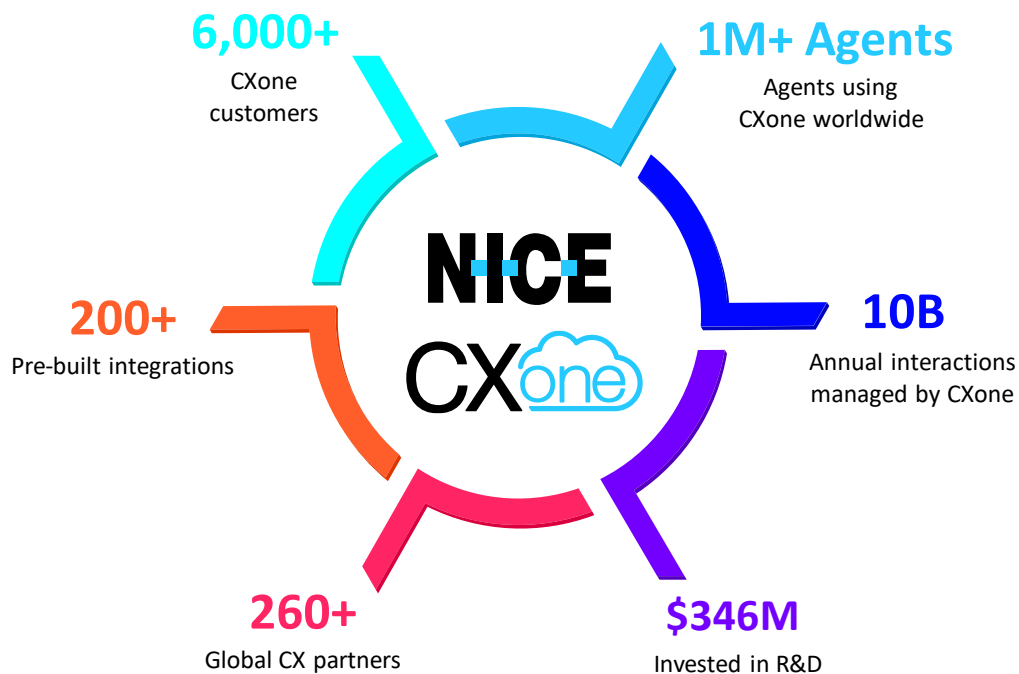
- Our commitment and investment with NICE started 2010 with own CoE
- Recognized as 'CXone Partner of the Year' at the NICE Interactions 2023 event in London
- First European CIP (Certified Integration Partner)
- Our customized solution expertise enables us to integrate with existing infrastructures and align precisely with specific needs and objectives of clients
- Clear leadership role of NICE in the Contact Centre as a Service space
- Respected members of NICE inContact community

Concentrix Experience

- 14+ years deployment experience and over 35 product specialists
- 100% self sufficient
- 24X7 L1, L2 and L3 support from our CCaaS COE.
- Our team are genuine Contact Centre specialists NOT generic "product consultants"
- Close collaboration between operations and technical teams to improve operations "real-time"
- Earlier adopters of products that were then added to NICE portfolio: InView, Brand Embassy, Vergic etc. Part of the "inner circle" and development network.

2. SERVICE OVERVIEW

NICE CXone provides a fully unified, cloud-native CX platform delivering ACD, IVR, omnichannel routing, analytics, WEM, recording, AI automation, and deep CRM integrations—built for scale, security, and resilience.



Why NICE?

- Single Unified Platform: One comprehensive CCaaS suite combining omnichannel routing, WEM, and analytics—no multi-vendor complexity.
- End-to-End Digital CX: Only provider offering complete digital messaging across 30+ voice and digital channels with seamless, future-ready omnichannel journeys.
- Powerful Platform Capabilities:
 - Unified & In-House: Full-stack routing, WEM, and analytics without partner dependencies.
 - 99.99% Uptime: Best-in-class reliability *including* maintenance; industry-leading voice quality SLAs.
 - Complete Digital Coverage: 30+ channels, unified inbox, rich customer context—beyond limited competitive offerings.
 - True Omnichannel Management: Real-time routing, full interaction recording, lowest TCO.
 - Cloud-Native: Microservices, open architecture, and single-vendor delivery.

Proven Expertise & Strength

- 30+ Years of Leadership: Deep CX domain expertise and continuous innovation backed by strong R&D.

- Enterprise-Grade: Trusted by the world's largest service organizations for scalable, reliable operations.
- Financially Strong: Consistent double-digit growth and solid financials (details in section 10.2 and online).

Services for Success

- CXsuccess: Holistic onboarding, education, and consulting to drive continuous value and long-term outcomes.
- Value Realization Services: Faster time-to-value through operational readiness, benchmarking, change management, capability training, and ROI optimization—delivering up to 50% faster value realization.

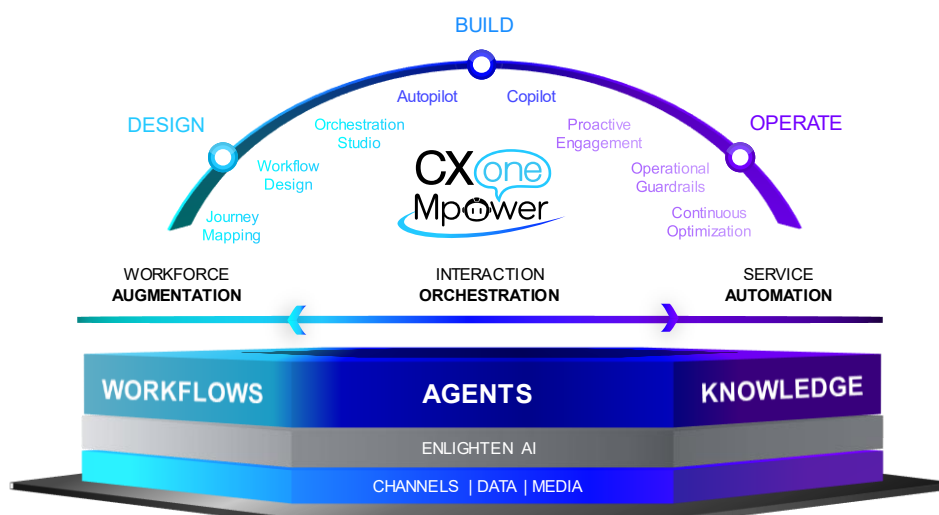
NICE CXone Advantages

- Unified CXi Platform: Integrates CCaaS, WFO, Analytics, and AI to create connected, intelligent customer journeys.
- Advanced Capabilities: Real-time coaching, intelligent self-service, and smart performance management.
- Scalable & Secure: Flexible, open, enterprise-grade cloud supporting modern workforce and business agility.

Business Impact

- Cost Efficiency: Lower costs with greater control.
- Seamless Integration: Protects existing investments and expands capabilities easily.
- Strategic Growth: Market-leading platform enabling smooth cloud transformation—the last CX platform you'll ever need.

One AI Platform. Complete Customer Service Automation.



NICE CXone Highlights

As customer service leaders prioritise both efficiency and customer satisfaction, NICE empowers Clients to improve customer satisfaction while boosting efficiency and reducing costs at unprecedented scale.

CXone Mpower automates end-to-end customer service, enabling Client to move beyond traditional inbound customer service into proactive, AI-powered experiences. As the ultimate AI hyper-platform, CXone Mpower seamlessly orchestrates customer service across every touchpoint. Start connecting front and back-office workflows. Unify knowledge siloes across your enterprise. Increase productivity with AI agents and augmented human agents. Unlike traditional CCaaS and inflexible point-solutions, CXone Mpower provides the most complete suite of applications, an open framework, and Enlighten — AI trained on the industry's largest labelled and validated CX dataset — to design, build and operate every element across every customer service journey.

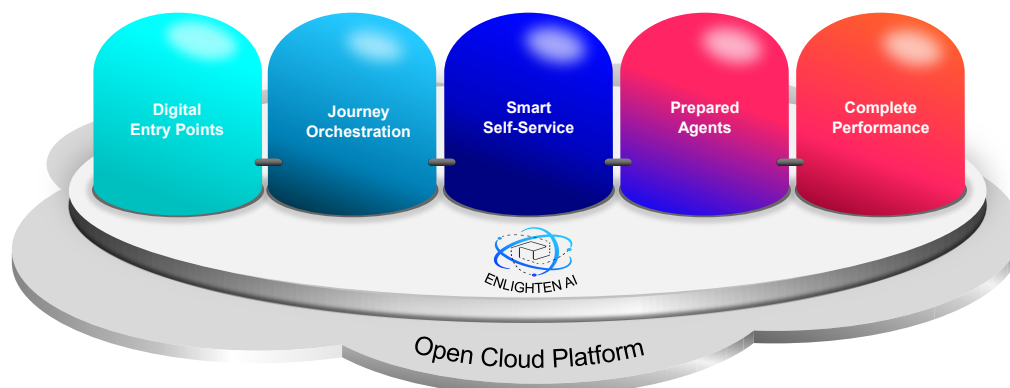
- **Workforce Augmentation:** Empower employees with AI copilots for real-time support and enhanced productivity.
- **Smart Orchestration:** Align human and AI agents for smooth, coordinated service delivery.
- **End-to-End Automation:** Automate entire workflows to ensure faster resolutions and consistent service.

NICE is the world's global leader for empowering organizations to transform their customer and employee experiences. With an integrated cloud platform and advanced AI and analytics capabilities, CXone is the industry's only comprehensive CXi platform that addresses today's consumer and employee expectations and creates extraordinary experiences. This world-leading suite of solutions allows you to:

- Give your customers a smart start to their journey by meeting them at their digital entry points.
- Guide your customers seamlessly along their journey and orchestrate their experience across any channel they choose.
- Offer smart and proven self-service that is designed based on real conversation data and solves customers issues in an intuitive, effortless way.
- Create personalized and informed interactions by providing agents with the tools and flexibility to connect with the customers' journey and efficiently address their needs.
- Continuously improve all interactions by implementing AI and Analytics everywhere to understand customer experience, improve employee performance and optimize journeys.
- Use conversational data to provide specific predictions, decisions, and actions and to automate and optimize both self-service and agent-assisted journeys.

Complete CXi platform for every journey

NICE CXone



CXi Platform for Every Journey

CXone helps transform customer and employee experiences with solutions aimed at understanding consumer journeys, creating smarter hyper-personalized connections, managing seamless omnichannel interactions and providing digital-centric self-service capabilities. Using unmatched AI and analytics capabilities, it helps organizations transform their workforce experience with solutions aimed at engaging employees, optimizing operations, and automating processes.

To achieve this, NICE CXone provides capabilities across the following key areas:

Digital Entry Points

Solutions that provide customers a smart beginning to their journey, right at that digital doorstep, such as providing customers the right content, guiding them to find what they are looking for, and interacting proactively rather than waiting for them to initiate the journey.

- Provide your customers with a smart start to every customer journey, using knowledge projection to drive the customers to the right knowledge base on your website or mobile app, ensuring they get accurate information.
- Analyze your customer history, characteristics and needs in a proactive way, so you can predict their needs and reach out to them and solve their issues- even before they contact you.
- Guide customers in real-time on your website through an interactive conversation, to deliver a successful resolution and channel containment

Journey Orchestration

Solutions that connect and route customers across their entire journey in a way that's seamless, consistent, and smart, combining digital channels, self-service, and voice.

- Deliver service over more than 30 supported digital channels, including social media and messaging channels, with the ease of adding tomorrow's customer channel of choice.
- Move customers seamlessly and effortlessly between channels, while providing full context and a customer sense of a single consistent journey.
- Create highly personalized interaction experiences by matching the most appropriate agent or bot to deal with the customer's request, connecting them using real time AI-based routing.

Prepared Agents

Solutions and tools that enable your contact centre agents in real-time, knowledgeable, and empowered engagements, so they can create the most hyper-personalized, unique interactions that delight customers and resolve issues quickly.

- Deliver the right content and context to your agents through smart knowledge management that is available in real-time.
- Guide and alert your agents in real time to specific behavioral insights, so they can take immediate action to improve resolution.
- Increase employee potential with personalized virtual attendant to guide them through next-best-action and complete routine daily processes for them.

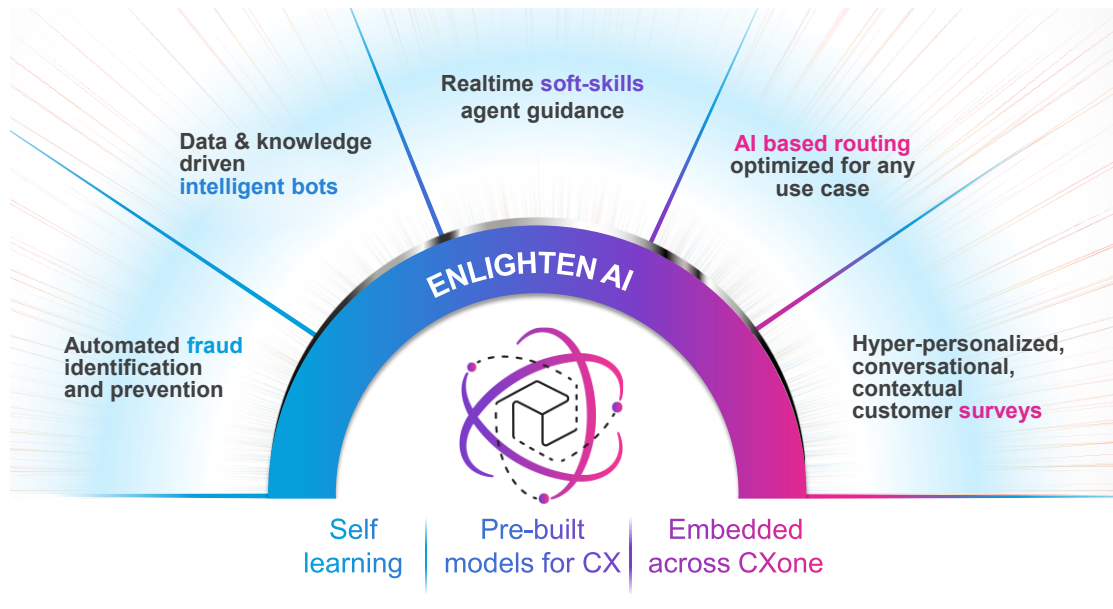
Complete Performance

Solutions based on NICE's leading suite of Workforce Optimization (WFO), Analytics and Voice of the Customer (VoC) solutions to help understand, analyze and improve journeys, continuously improving customer experiences.

- Forecast your staffing needs across all channels and automate intra-day schedules with the industry's most accurate Workforce Management solution, while empowering agents with mobility and notifications to engage and maintain their desired work-life balance.
- Drive better agent behaviors with the world's leading Quality Management solutions, embedded with NICE's Enlighten AI, our custom-built AI engine for CX, allowing you to consistently measure agent soft skills and customer satisfaction indicators in real time.
- Analyze 100% of interactions, across all channels, to identify areas for performance improvement, then take the relevant actions for making these improvements happen, operationalizing analytics insight in daily business processes.
- Provide your employees with comprehensive Performance Management, creating a consolidated 'single source of truth' for agent measurements, driving engagements with gamification capabilities and persona-based coaching, giving agents the flexibility and tools they need to constantly improve.
- Deliver real-time guidance and automation solutions, that guide agents to the next best behavior and next-best action they need to take, within- or post- interaction.
- Obtain customer feedback, analyze their conversations and journeys to identify points of friction and optimize their experience.

AI Embedded Across the entire Platform

At the heart of NICE CXone sits Enlighten AI, a purpose-build CX AI engine that is embedded across our entire suite of applications for a variety of business use cases. It uses historical data to understand CX needs, behaviors and different types of characteristics, and allows proactive identification of needs and the ability to act on them in real time. Enlighten AI can also leverage conversational data from employee-assisted interactions to discover automation opportunities for self-service.



Cloud Native Open Platform

CXone is the world's leading CX cloud platform, the most reliable, secure and robust environment on a global scale, with 99.99% availability and voice quality SLAs. It offers unmatched security and compliance and is the only cloud native platform that is fully FedRAMP certified. Our pre-built integrations easily extend CXone with additional capabilities, like our unmatched CRM and UC integrations of more than 130 pre-integrated partner apps available on our e-commerce marketplace.

Additionally, our open 300+ APIs allow you to easily integrate CXone with any custom app or give you the flexibility to build customized experiences unique to your brand.

3. DATA BACKUP, RESTORE & DISASTER RECOVERY

NICE CXone is engineered with a highly resilient cloud architecture that ensures service continuity, data durability, and rapid recovery from any disruption. The platform leverages **geo-redundant hosting**, **continuous data replication**, and **multi-region failover** to provide enterprise-grade business continuity without operational downtime.

High-Availability Architecture

- CXone operates in an **active-active deployment model** across multiple availability zones within the selected cloud region.
- This configuration ensures **automatic failover**, seamless load balancing, and **zero-interruption resilience** if a node or availability zone becomes degraded or unavailable.
- The platform continuously monitors platform health and reroutes traffic in real time to maintain consistent service quality.

Backup & Restore Capabilities

- All customer data—including recordings, WFM data, configurations, and analytics—is protected using **geo-redundant backups** stored across multiple physical locations.
- CXone maintains clearly defined **RTO (Recovery Time Objective)** and **RPO (Recovery Point Objective)** thresholds to ensure rapid restoration and minimal data loss exposure.
- Backups follow strict encryption standards (AES-256), retention policies, and integrity checks.

Disaster Recovery Framework

The CXone Disaster Recovery (DR) framework includes:

- **Automated data restoration** processes for rapid service resumption.
- **Real-time failover orchestration** between geographically separated regions.
- **Business continuity plans** (BCP) aligned with industry best practice and regularly updated.
- **Controlled DR activation procedures** ensuring predictable recovery behaviour.
- Periodic **DR simulation drills**, **scenario-based validation**, and **documentation reviews** are performed. Concentrix collaborates closely with the client's IT team to ensure readiness and alignment with enterprise DR policies.

Regional Resilience & Redundancy

- The platform incorporates **geo-distributed Session Border Controllers (SBCs)**, allowing calls to be intelligently re-routed to the nearest operational region in case of local impairment, provider outages, or latency spikes.

- Network paths and service components remain operational even during regional degradation due to the **active-active cloud architecture** and multi-carrier telco redundancy.

Availability Commitments

- The service is backed by a **99.99% availability SLA**, supported by:
 - Redundant compute, storage, and voice infrastructure.
 - Automated failover mechanisms.
 - Continuous monitoring and proactive issue detection.
- This ensures uninterrupted customer engagement operations even under adverse infrastructure events.

4. ONBOARDING SUPPORT

Onboarding is delivered through a **structured transition and enablement framework** designed to ensure a smooth and well-governed adoption of CXone. The process typically includes:

- **Requirements discovery and solution design:** Workshops to capture business processes, channel requirements, routing logic, reporting needs, integration scope, and compliance considerations.
- **Platform configuration:** Setup of users, skills, queues, routing profiles, WEM modules, recording policies, dashboards, and administrative settings.
- **IVR and routing design:** Creation or migration of IVR trees, Studio flows, interaction routing logic, callback structures, and automated processes.
- **Data migration:** Import of relevant configuration data, historical datasets (where applicable), and knowledge assets.
- **Integration setup:** Configuration of CRM connectors, SSO (SAML/MFA), telephony trunks, backend system APIs, and contact-center ecosystem integrations.
- **Testing phases:** Unit testing, UAT, functional validation, call-flow testing, and production readiness validation.
- **Training and enablement:** Agent training, supervisor onboarding, admin and technical training, and access to knowledge-base content.
- **Go-live planning and cutover:** Final readiness checks, deployment execution, transition to production, and hypercare support.

This approach ensures customers are fully equipped to operate CXone from day one, with governance checkpoints and quality gates at every stage.

5. OFFBOARDING SUPPORT

Offboarding is delivered in a controlled and documented manner to ensure full customer data portability and compliant service termination. This ensures a secure, transparent, and compliant exit process with no residual customer data retained.

Activities include:

- **Data extraction:** Complete retrieval of interaction data, call recordings, transcripts, configuration data, performance metrics, and operational logs through **reports, REST APIs, bulk export utilities, secure SFTP feeds, and Data Share pipelines.**
- **Export formats:** Multiple open and interoperable formats are supported, including **CSV, JSON, XML, XLSX,** and **WAV** for media files.
- **Configuration export:** Extraction of routing flows, IVR designs, custom reports, dashboards, and administrative configurations where applicable.
- **Documentation handover:** Provision of operational documentation, architectural references, or configuration summaries as required.
- **Access revocation:** Revocation of all user accounts, admin credentials, and API keys after the extraction window concludes.
- **Secure data deletion:** Customer data is securely and permanently deleted in accordance with data-sanitisation policy, which includes cryptographic erasure and removal from active systems and backups within established retention timelines.

Access to Data Upon Exit

CXone provides full and transparent access to customer data throughout the contract lifecycle and during offboarding. At contract end, customers can extract their data using several supported mechanisms, including:

- **Scheduled and on-demand reports** from the administrative interface
- **REST APIs** for automated and programmatic data retrieval
- **Bulk export tools** for high-volume data extraction
- **Secure SFTP feeds**
- **NICE Data Share** for structured data delivery into customer-managed cloud environments

The service supports multiple **open and machine-readable formats**, including **CSV, JSON, XML, XLSX,** and **WAV** for media recordings.

Once data extraction is complete, CXone follows a **secure and audited data-deletion process**, ensuring permanent erasure in accordance with corporate security policies and industry standards such as cryptographic erasure and secure overwriting. Data is removed from active systems and backups in line with retention and sanitisation policies, ensuring that no customer data remains accessible after the offboarding period.

6. SERVICE CONSTRAINTS

The service operates within defined functional and operational boundaries to ensure platform stability, performance, and compliance:

- **Planned maintenance windows:** Periodic maintenance activities may be scheduled, communicated in advance, and conducted with minimal service disruption.
- **API rate limits:** Use of CXone APIs is governed by documented rate-limit thresholds to ensure consistent performance across multi-tenant environments.
- **Customer network dependency:** Service performance, especially voice and real-time digital channels, depends on the quality and stability of customer-side connectivity and QoS configurations.
- **Supported operating systems, browsers, and VDI environments:** Use is restricted to the platform's published compatibility matrix, including validated OS/browser versions and approved VDI technologies.
- **Platform governance boundaries:** Certain configurations, system-managed components, architectural elements, and advanced administrative changes cannot be overridden due to security, multi-tenant, or operational-integrity protections.

Constraint details are included in technical documentation and reviewed during onboarding.

Technical Requirements

Access methods:

- **Browser-based** agent/supervisor UI, **No local desktop client** required.
- Supported browsers: **Microsoft Edge, Chrome, Safari, Firefox**, and **others** as validated. **VDI** (Citrix, VMware, AWS WorkSpaces, Azure Virtual Desktop) supported.
- **Operating systems:** Windows (incl. VDI), macOS, Linux (modern Chrome/Firefox), ChromeOS (Chrome Enterprise Recommended), Android and iOS (mobile access to dashboards/alerts/monitoring).
- **Bandwidth guidance (per agent):** ~100 kbps up/down for voice (typical), subject to codec/QoS.

Mobile vs Desktop: Desktop provides full agent/supervisor, routing tools, Studio, reporting, dashboards, and admin. Mobile provides lightweight dashboards, alerts, and monitoring—not full agent desktop or advanced config.

Accessibility: WCAG-aligned, keyboard navigable, screen-reader support, high contrast, responsive layouts; VPAT-based assessments report **supports or partially supports** WCAG 2.2 AA criteria

7. AFTER-SALES SUPPORT

Ongoing AMS support includes 24x7 monitoring, incident management, compliance checks, system maintenance, patching, RCA, performance tuning, optimisation sessions and continuous improvement. Our proposed support solution includes the following elements:

24x7x365 Live Monitoring	Solution Administration	Reporting, Metric and Business Review
• 24x7 Live Monitoring for rapid alerting and response to any service issues • Live incident management and response, troubleshooting, escalation and resolution • RCA (Root Cause Analysis) reporting and follow up • Ongoing governance review including performance, availability, security and change management	• Operational support for solution management supporting agent turnover and alignment, queue routing and other changes • Ensure deployed solution meets security and regulatory compliance • Reporting requests or configuration changes for day-to-day load handling • Request fulfilment migrating new changes to production, supporting seasonal changes and other updates	• Routing metrics and usage reporting, utilizing industry standard or customized metrics • Routine business review sessions to ensure the solution continues to align and grow with your business • Client Success Management provides client communication, escalation management, service metrics, and business reviews

Ongoing Platform Support

Key inclusions	Details
24X7 Monitoring	• Observability & 24x7 Monitoring • SIP monitoring • Performance & Availability Reporting
24X7 Incident management	• Incident detection • Initial alert handling from Monitoring tools • Incident classification and response SLA • Escalation to resolver teams with detailed info reg. incident • Communication to Client internal teams & stakeholders • Performance metrics tracking • Root cause Analysis & Remediation • Service provider issues management • Co-ordination with Third party Service providers
System Maintenance and Compliance	• Systems health check activities • Vulnerabilities, Patches, Proactive fixes • Problem Management • Change Management, Change implementation • Regulatory and Compliance checks • MACD Services - ID Management

	• Training and Reporting - Ad-hoc reports, Train the trainer • Change Control for BAU and Emergency changes
CXone Support package	24X7 Platform Support • 7x24x365 Technical Support via phone and online service site • Priority call routing and priority case handling by senior resources • Designated Support Engineering Service • Self-service via online Customer Community E-learning Live webinars and e-learning courses TAM Support , Executive sponsor • To provide guidance, advocacy, best practice sharing and assistance in achieving business objectives Enhancements/Change management • Up to two Optimization Sessions per year • Up to one Connectivity Design review per year

Service Levels

Service levels are designed to ensure availability, performance, and timely support. These service levels ensure consistent operational performance and rapid resolution of service-affecting events.

- **Availability:** CXone provides a **99.99% uptime guarantee**, supported by a multi-region, geo-redundant cloud architecture.
- **Support hours:** Support is available **24x7**, including weekends and public holidays.
- **Severity-based SLAs:** Incidents are triaged by severity, with defined **response and resolution targets** for critical, major, and minor issues.
- **Proactive monitoring:** Continuous platform monitoring, alerting, and automated diagnostics help identify issues before impact occurs.
- **Operational reporting:** Customers receive structured **weekly and/or monthly service reports**, including incident summaries, availability metrics, performance indicators, and support-ticket analytics.
- **Service escalation paths:** Clear escalation procedures are in place, with the option for enhanced oversight through Technical Account Manager (TAM) programs for customers on premium tiers.

Outage & Maintenance Management

Outages:

Service outages are communicated through the CXone status dashboard, automated email notifications, API-based alerts, and supervisor/admin dashboards. Customers are informed of the issue, impact, and recovery progress in real time.

Maintenance:

Planned maintenance activities—such as patches, upgrades, and resilience/failover tests—are scheduled during low-impact windows and communicated in advance. Maintenance is designed to minimise service disruption and adheres to CXone's high-availability standards.

Support Responsibilities**Concentrix Responsibilities:**

- 24×7 Level 1 & Level 2 support; 9×5 Level 3 support
- Monitoring and incident resolution for the CCaaS platform, including infrastructure, telephony, recording, routing, and platform-level issues
- Resolution of all issues related to CXone and any applications provided by Concentrix

Client Responsibilities:

- Support and troubleshooting for client-owned hardware, operating systems, network (LAN/WAN), desktops, and local environment dependencies
- Managing installation, configuration, and change management of client-owned tools
- Level 0 support activities, including initial triaging of incidents and routing CCaaS-related tickets to Concentrix teams
- Providing Concentrix with access to the client's ITSM/ticketing system

Key Considerations

- Severity levels may be adjusted when issues do not align with severity definitions, a workaround exists, or a fix is scheduled for a future release.
- Tickets may be placed on hold when awaiting product-team updates or user responses (over 24 hours).
- For Sev-1 escalation, the client should validate:
 - Server hardware is operational and reachable
 - Backend systems are accessible
 - Network connectivity between sites is intact
 - No recent configuration changes were applied to servers or critical components

Support Exceptions

The following are **not** covered under standard SLA commitments:

- Product defects requiring code-level changes (handled via product engineering)
- New requirements or enhancements (treated as chargeable change requests)
- New feature requests or roadmap items

8. HOSTING OPTIONS & LOCATIONS

CXone is delivered through a globally distributed cloud architecture hosted across **AWS and Azure regions**, ensuring resilience, high availability, and compliance with regional regulatory requirements. Hosting options include the **United Kingdom**, the **European Economic Area (EEA)**, and additional supported international regions, including select global AWS locations as applicable.

During onboarding, customers may **select their preferred data residency region**, allowing alignment with organisational governance, compliance needs, and local data-sovereignty mandates. All data—including interaction recordings, analytics datasets, configuration data, and operational logs—is stored, processed, and replicated within the chosen region unless additional cross-regional services are explicitly enabled by the customer.

CXone supports **multi-cloud and hybrid deployment models**, enabling organisations to integrate with existing cloud strategies while maintaining enterprise-grade redundancy, failover capabilities, and geographic resilience. Detailed architecture and region-specific documentation are available on request.

9. SECURITY OVERVIEW

The security design of the proposed CXone-based solution is built on a **zero-trust framework**, emphasizing **multi-layered protection**, **real-time monitoring**, and **compliance with global and local regulatory standards**. This approach ensures that all customer interactions, user actions, system integrations, and data transmissions are secure, auditable, and resilient to threats.

Data Security: In Transit and At Rest

- All communication—including signaling, media (voice/screen), APIs, and UI traffic—is encrypted using **TLS 1.2+ and SRTP (Secure Real-time Transport Protocol)**.
- Customer and interaction data (voice recordings, metadata, case logs) are encrypted at rest using **AES-256 encryption**, with managed encryption keys and multi-tenant isolation.
- CXone is hosted on secure, UK- and EEA-based cloud infrastructure with full data-residency controls, meeting UK GDPR and UK public-sector data-protection requirements. Additional compliant regions are available where required

Identity and Access Management (IAM)

- Role-Based Access Control (RBAC) enforces the principle of least privilege. Access to systems and data is restricted based on job roles and responsibilities.
- Integration with **Client's SSO (Single Sign-On)** via **SAML 2.0** ensures a consistent identity federation model across internal and third-party systems.
- Support for **Multi-Factor Authentication (MFA)**, session timeout policies, and login behavior analytics further strengthens IAM.
- Admin-level activities are protected by **just-in-time access provisioning** and **dual-authorization for critical actions**.

Endpoint and Agent Access Control

- All agent endpoints are managed via **VMware Workspace ONE** with enforcement of device posture checks (OS version, anti-virus, compliance status).
- Access from unmanaged or jailbroken devices is automatically blocked via Unified Access Gateway (UAG) policies.
- **Per-App VPN** routing is configured for mobile agents to ensure data flows securely through enterprise-monitored channels.

Application & API Security

- APIs used for Salesforce integration, backend system communication, and CXone widgets are secured with **OAuth 2.0 tokens**, **IP whitelisting**, and **rate limiting** to prevent misuse or abuse.
- REST and WebSocket APIs are subjected to **schema validation**, **threat modeling**, and **payload filtering**.
- The web application is hardened against the OWASP Top 10 security vulnerabilities including:
 - Cross-Site Scripting (XSS)
 - Cross-Site Request Forgery (CSRF)
 - Injection Attacks
 - Insecure Deserialization

Monitoring, Logging, and Alerting

- The platform is continuously monitored via a **24x7 Security Operations Centre (SOC)** using **Security Information and Event Management (SIEM)** tools.
- Logs include agent activity, administrative changes, access records, failed login attempts, and configuration changes.
- All logs are immutable and retained as per **Client's audit policy** and can be accessed for forensic investigations.
- Alerts are generated for anomalies, unauthorized access attempts, or suspicious usage patterns.

Compliance and Certifications

NICE CXone adheres to recognised international and UK-relevant security and compliance standards, including:

- **ISO/IEC 27001** – Information Security Management
- **SOC 2 Type II** – Security, Availability and Confidentiality controls
- **PCI-DSS** – For environments handling payment-related interactions
- **UK GDPR** – Full alignment with UK data-protection and privacy requirements

CXone is operated within geographically compliant hosting regions, with data residency governed by customer selection at onboarding to meet organisational, statutory, and public-sector obligations.

All platform changes, updates, and configuration modifications follow formal **change-control procedures**, with full audit logging to ensure traceability, accountability, and compliance with UK government assurance expectations.

Security Testing and Hardening

- **Regular penetration testing** and **vulnerability assessments** are performed by internal and third-party testers.
- CI/CD pipelines include static code analysis and open-source component scans.
- Infrastructure is patched automatically using vendor-managed baselines, ensuring zero-day vulnerabilities are mitigated promptly.

Business Continuity and Disaster Recovery

- CXone's infrastructure is deployed in **active-active mode** across availability zones to ensure failover and zero-downtime resilience.
- **Geo-redundant backups** are maintained with defined **RTO/RPO objectives**.
- Disaster recovery plans include simulation drills, documentation, and periodic validation in collaboration with client IT.

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