

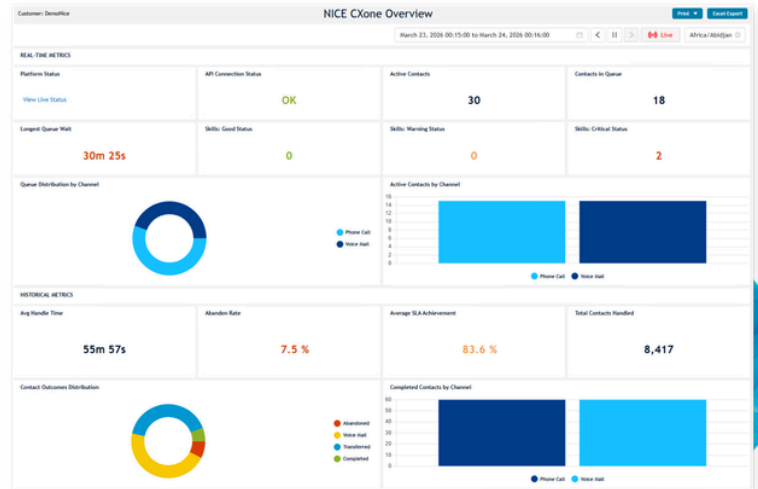
ONE-PAGER

# IR Collaborate + NICE CXone

Deliver every interaction with confidence

NiCE CXone is a powerful platform – but enterprise contact centers rarely live on a single system. Calls traverse SBCs, BYOC infrastructure, and UC platforms like Microsoft Teams or Webex. Customer journeys cross channels. And the moment traffic leaves the CXone ecosystem, native visibility ends.

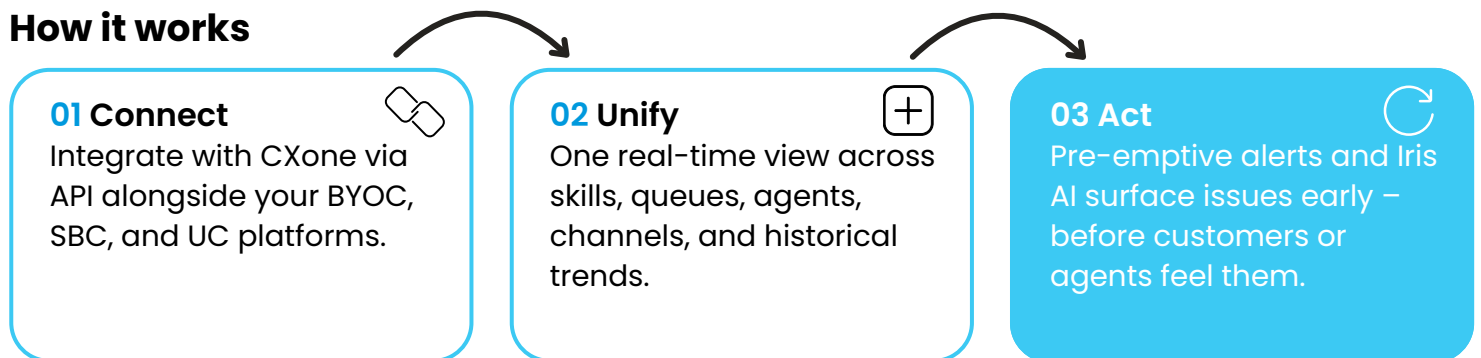
IR Collaborate doesn't replace what CXone does well. It extends your observability into the gaps – giving IT and operations teams a complete, cross-platform view of performance from a single place.



## Four gaps that put CX at risk

- ✗ **Fragmented visibility**  
 When calls cross SBCs, BYOC, or UC platforms, CXone's native visibility stops.
- ✗ **Multi-platform is the norm**  
 Agents, voice paths, and journeys cross systems – and gaps between them are where issues hide.
- ✗ **Short history, limited context**  
 Native reporting rarely gives you the history needed to prove SLA performance or plan ahead.
- ✗ **Reactive troubleshooting is costly**  
 By the time issues surface through complaints, the damage to CX and SLAs is already done.

## How it works



## Complete observability. One platform.

### Multi-Source Data Aggregation

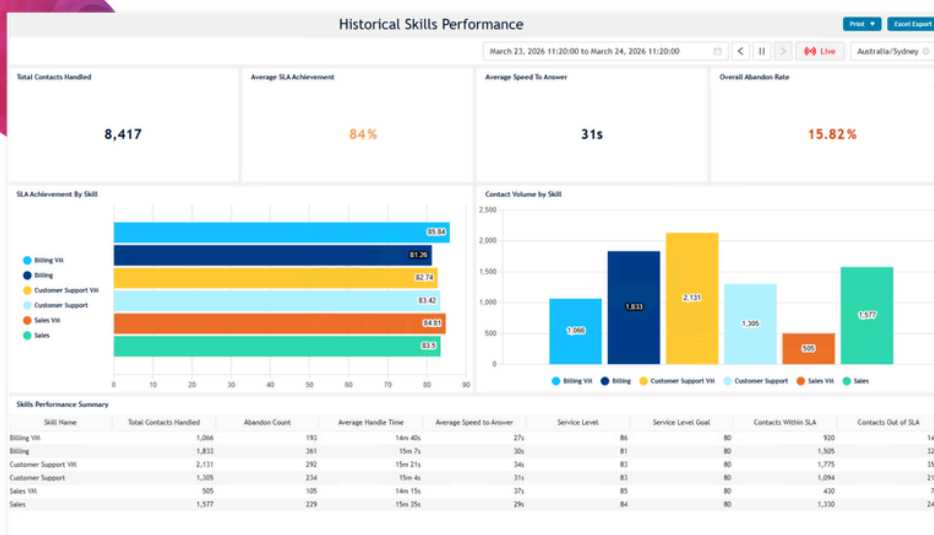
IR Collaborate pulls in BYOC SBC metrics, UC call flows and third-party platform data – giving you one true view across your entire contact estate.

### Reporting Built for Operations

Real-time and historical dashboards covering skills performance, team workload, contact outcomes, agent utilization, and queue wait time trends – all in one place.

### Customer-Centric Analytics

Track handle times, abandon rates, and First Contact Resolution proxies across all channels. Understand not just what happened, but where the customer journey broke down.



 **See beyond**  
the CXone platform

 **Resolve**  
issues faster

 **Operate**  
with confidence

### Pre-emptive Alerting

Set thresholds on wait times, queue volumes, and agent utilization. Get ahead of SLA breaches before they happen – not after customers complain.

### Historical Depth

Store up to five years of history – enabling meaningful trend analysis, capacity planning, and long-range SLA reporting.

### Iris AI

Iris doesn't just answer questions about CXone. It brings consolidated intelligence across every platform in your environment – UC, CCaaS, SBC – in plain language.

## Ready to see the full picture?

Discover [IR Collaborate](#) for NiCE CXone.

**Contact Us**



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