



interactions | 2024

CX Excellence
Awards Program

Make experiences *flow*

Your Moment in the
CX *Limelight*



AWARD CATEGORIES

- CHANGE AGENTS**

Recognizing organizations who have chartered best practices in implementing any solution from the NICE portfolio in 2023. Award winners will be selected based on their excellence in several key areas: effective communication and partnership with vendors, efficient implementation of best practices, successful roll-out of products/solutions, and thorough training of agents and supervisory staff.
- DIGITAL INNOVATION**

Recognizing organizations that have accelerated digital transformation, addressing their customers' expanding need to communicate across various digital touch points. Winners will be recognized for implementing creative solutions that have expanded customers' ability to engage with their brand and delivered tangible organizational and/or financial benefits.
- OUTSTANDING CLOUD REALIZATION**

Recognizing organizations who, through the deployment of cloud solutions, future-proofed their contact center's ability to operate with speed and agility at scale. Winners will have implemented cloud-based technology to achieve their business goals, demonstrating business impact, cost reductions, and best practices, including efficiency of roll-out and solution adoption.
- OUTSTANDING CUSTOMER EXPERIENCE**

Recognizing the organizations who own the decisive moment in customer interactions through any number of solutions from the NICE CX portfolio. Award winners will have shown the steps taken to transform their customer journey resulting in improvements in first contact resolution, service level, or customer satisfaction (CSAT / NPS).
- OUTSTANDING EMPLOYEE ENGAGEMENT**

Recognizing organizations who have improved their employee engagement and enabled a work-from-anywhere environment. Award winners will be selected for excellence in transparency, retention, and motivation strategies to increase the quality of their agents' experience.
- AI TRAILBLAZER**

Recognizing organizations who have adopted new innovative AI tools from the NICE portfolio – like Enlighten – and had an exceptional impact on CX and customer success utilizing them. Winners will also have demonstrated effective use of AI in the Contact Center, and/or successful implementation of self-service strategies.

2024 NICE CX EXCELLENCE AWARD PROGRAM

The 2024 NICE CX Excellence Awards program is our chance to recognize you, our customers, and offer the opportunity to highlight the realized value of your NICE implementations. We want to celebrate your incredible achievements in driving digital interactions and delivering frictionless experiences with industry peers. Using any number of NICE solutions qualifies your organization to apply for our CX Excellence Award Program and gain the recognition you deserve!

WE NEED YOUR CX EXCELLENCE AWARD APPLICATION SO WE CAN CELEBRATE YOUR TEAM

CELEBRATE YOUR SUCCESS

All applicants will receive global recognition for their digital success. Their success stories will be featured in a case study, a blog, and in our umbrella **CX Excellence Awards** press release.

Winners will be presented with a custom trophy during the exclusive award ceremony at interactions.

CELEBRATE WITH US

Through your innovation, you make a positive difference in the lives of your employees and the customers you serve around the world. So please apply, join us at the awards ceremony, and gain the recognition you deserve.

The ceremony details will be finalized soon.
Click [here](#) to apply. The submission deadline is **March 31, 2024**.



AWARD APPLICATION & SELECTION

Current customers can apply for the **NICE CX Excellence Award** in any of the award categories (or multiple categories) by completing and submitting an [entry form](#). Applications must be submitted by **March 31, 2024**.

The case study will be the basis for judging and must be approved by May 17th to be in consideration for the award.

Application information must be specific and include quantifiable data for the entry to be considered. By applying, recipients must also agree to allow NICE to publish a case study highlighting the company's achievements and allow the company's name to be used in a press release announcing the award results.