



MEDIA ALERT

EPOS Joins NICE CXone's DEVone program to Offer Premium Audio Solutions for the Modern Contact Center

Copenhagen, Denmark – September 9, 2021: EPOS, the leader in high-end audio solutions, is excited to announce it is joining NICE's DEVone partner ecosystem and collaborating with NICE CXone, the world's #1 cloud-native customer experience platform and worldwide leader in AI-powered contact center software, to provide interoperability with their cloud contact center.

NICE CXone Interoperability

This exciting new partnership ensures seamless headset integration with NICE CXone, the most complete cloud-native platform in the industry, and the MAX cloud contact center agent interface. Now contact center agents, supervisors, and IT administrators can take full advantage of the EPOS premium audio solutions designed and engineered for modern contact centers.

Enabled through a custom workspace EPOS has built for NICE CXone that – in combination with EPOS Connect – gives users full call control from their headset, supports EPOS USB BusyLight integration for displaying agent status, and connects with EPOS Manager to give supervisors and IT administrators an overview of all their audio devices across all locations. The following call control operations are supported: Incoming Call, Accept Call, Reject Call, End Call, Outgoing Call, Mute/Unmute, Hold/Resume, 3 Way Call and ABL Set Presence.

Both EPOS IMPACT and ADAPT product lines are interoperable with NICE CXone through an EPOS custom plugin. Specifically designed and engineered to meet the needs of the modern contact center, the IMPACT line makes a perfect fit with NICE's industry leading contact center software.

Theis Mørk, Vice President, Global Product Management at EPOS comments: "This exciting new partnership ensures interoperability between NICE CXone and our cutting-edge audio solutions, giving users full call-control functionality without the need for any additional installations."

About EPOS

EPOS is an audio and video solution company developing and selling devices for business professionals and the gaming community. Based on leading and advanced technologies, the Danish founded company delivers high-end audio and video solutions with design, technology and performance as paramount parameters.

The establishment of EPOS is based on the decision to let the business segments of the joint venture – known as Sennheiser Communications – between Sennheiser Electronic GmbH & Co. KG and Demant A/S evolve in different set-ups. Alongside the introduction of a new own-branded portfolio, EPOS continues to sell the current Sennheiser Communications portfolio co-branded as EPOS | SENNHEISER.

EPOS is part of the Demant Group – a world-leading audio and hearing technology group. As such, it builds on more than 115 years of experience of working with innovation and sound. With headquarters in Copenhagen, Denmark, EPOS operates in a global market with offices and partners in more than 30 countries.

Find more information at www.eposaudio.com

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