Intradiem Provides Real-time Intraday Insights and Automation for NICE inContact CXone Users to Reduce Costs and Improve Agent Performance

Intradiem Joins NICE inContact DEVone Developer Program with an Intraday Automation Platform Now Available in CXexchange Marketplace

Salt Lake City – September 14, 2017 – NICE inContact (Nasdaq:NICE) today announced that Intradiem has joined the DEVone developer program and is providing a real-time intraday automation platform available on CXexchange marketplace. Products available on CXexchange are designed to integrate with NICE inContact CXone™, the world's #1 cloud customer experience platform. Intradiem provides a real-time Intraday Automation platform for contact centers that extends CXone Workforce Optimization with a solution that reduces costs and improves agent performance and engagement.

NICE inContact CXone users will benefit from Intradiem's real-time Intraday Automation platform for contact centers by gaining access to a broad range of real-time automation use cases that reduce costs and benefit agents and customers. To address growing complexity, the ability to adjust schedules and automate manual processes has become mission critical in the modern contact center.

"Intradiem is excited for this partnership with NICE and inContact and being part of CXexchange," said Matt McConnell, CEO for Intradiem. "Our solution helps contact centers reduce costs and combined with CXone provides contact centers a complete infrastructure."

NICE inContact CXone users will benefit from Intradiem's real-time Intraday Automation Platform by allowing them to:

- Gain access to a broad range of real-time automation use cases that reduce costs and benefit agents and customers.
- Empower employees by giving them the schedule flexibility and development needed to thrive
- Increase productivity and lower costs through significant bottom-line benefits

"To streamline contact center operations, companies need real-time data," said Paul Jarman, CEO of inContact. "Intraday automation and workforce optimization enhancements help them achieve real improvements that help them meet their business goals. We welcome Intradiem as part of the CXexchange marketplace."

NICE inContact CXone empowers organizations to provide an exceptional customer experience by acting smarter and responding faster to ever-changing consumer expectations. To meet the needs of organizations of all sizes, CXone combines best-in-class Omnichannel Routing, Workforce Optimization, Analytics, Automation and Artificial Intelligence—all on an Open Cloud Foundation.

DEVone offers partners broad tools and resources to enable them to create new applications on CXone including over 250 available APIs, extensive documentation and support, and access to an online developer community. Companies interested in how Intradiem works with CXone can visit CXexchange to view the application, see a demo and read reviews. CXexchange is a centralized, state-of-the-art marketplace for developers to market and sell their CXone-based applications.

About NICE inContact

NICE (Nasdaq:NICE) is the worldwide leading provider of both cloud and on-premises enterprise software solutions that empower organizations to make smarter decisions based on advanced analytics of structured and unstructured data. NICE helps organizations of all sizes deliver better customer service, ensure compliance, combat fraud and safeguard citizens. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, are using NICE solutions. www.nice.com.

NICE inContact is the cloud contact center software leader, with the most complete, easiest and most reliable solution to help organizations achieve their customer experience goals. Recognized as a market leader by Gartner, IDC, Frost & Sullivan, Ovum and DMG, inContact continuously innovates in the cloud and is the only provider to offer a complete solution that includes NICE inContact CXone cloud, an expert service model and the broadest partner ecosystem.
www.incontact.com

About Intradiem
At Intradiem, we envision a world where customers get real-time service from real-time frontlines. Our patented, SaaS-based Intraday Automation technology automates intraday management processes and triggers real-time workforce adjustments in response to changing business conditions. By transforming frontline workforce operations from manual and reactive to automated and responsive, Intradiem creates agile, real-time frontline workforces that are always prepared, always productive and never caught off-guard. Over 300,000 frontline employees use Intradiem's solution every day.

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Forward-Looking Statements
This press release contains forward-looking statements as that term is defined in the Private Securities Litigation Reform Act of 1995. Such forward-looking statements, including the statements by Mr. Jarman, are based on the current beliefs, expectations and assumptions of the management of NICE Ltd. (the Company). In some cases, such forward-looking statements can be identified by terms such as believe, expect, may, will, intend, project, plan, estimate or similar words. Forward-looking statements are subject to a number of risks and uncertainties that could cause the actual results or performance of the Company to differ materially from those described herein, including but not limited to the impact of the global economic environment on the Company's customer base (particularly financial services firms) potentially impacting our business and financial condition; competition; changes in technology and market requirements; decline in demand for the Company's products; inability to timely develop and introduce new technologies, products and applications; difficulties or delays in absorbing and integrating acquired operations, products, technologies and personnel; loss of market share; an inability to maintain certain marketing and distribution arrangements; and the effect of newly enacted or modified laws, regulation or standards on the Company and our products. For a more detailed description of the risk factors and uncertainties affecting the company, refer to the Company's reports filed from time to time with the Securities and Exchange Commission, including the Company's Annual Report on Form 20-F. The forward-looking statements contained in this press release are made as of the date of this press release, and the Company undertakes no obligation to update or revise them, except as required by law.