

# inContact APIs

Complete control to customize and integrate your contact center

Increase the value of your inContact solution by extending its functionality to other business critical systems to create the optimal customer service environment. Unlike some competitors for whom integration and customization is an “afterthought”, inContact puts “APIs first” giving you access to the same APIs we use for our own product development – at no additional cost.

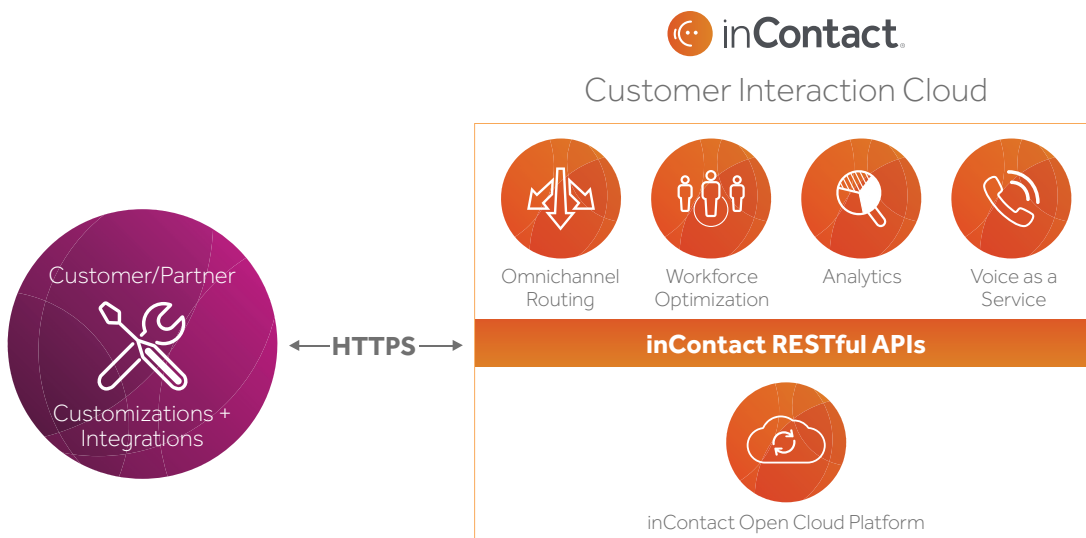
## Build integrations faster

Many vendors’ developer programs are cost prohibitive while support and documentation are often limited. Deliver value faster by building your integrations with the inContact collection of RESTful APIs. Your developers can get up to speed and quickly be productive with documentation, tools, and support available on the inContact Developer Portal website.

- Exercise each available API against your own operational information directly on the Developer Portal website.
- Network with your developer peers in our online forum to exchange helpful information and insights.
- Get ready access to software development kits (SDKs), tutorials, code samples, FAQs, and current documentation.

## BENEFITS

- Deploy extensions with confidence using the same proven APIs that inContact products are built on.
- Shorten development time with interactive documentation, code examples, tutorials, and a community forum on the inContact Developer Portal.
- Reduce validation efforts by exercising API results against your actual operational data.
- Streamline deployment of new inContact releases with 100% API backward compatibility.
- Deliver enhancements faster with immediate access to new features and functionality.



Get access to the same proven APIs that are used to build inContact products.

### Focus on building – not fixing

Do you spend a lot of effort validating and fixing your customizations with every platform upgrade? With inContact APIs, you can feel confident that new releases won't break your existing work which minimizes the time your team spends on testing. Develop customizations and integrations with richer functionality utilizing the same proven APIs used to create inContact products.

- Utilize the same extensively tested RESTful APIs that we build our own products with.
- Simplify new release deployments with APIs that are 100% backward compatible.
- Feel confident that all inContact APIs have been validated in real-world scenarios before you use them in your business.

### Stay connected and current

If you've struggled with waiting to implement new features because developer updates lagged behind product releases, rest assured that we take a different approach. Proactively plan for upgrades and enhancements with documentation that covers both current and upcoming functionality. Make changes to your customizations and integrations in advance and deploy them rapidly with each inContact release.

- Shorten time to implement enhancements with immediate access to all new features and functionality of every inContact release.
- Utilize APIs that cover all major inContact functionality areas and are updated with each inContact release.

## KEY FEATURES

- Access to APIs, developer community and support is free of charge for inContact customers.
- Over 250 APIs across six scopes (Admin, Agent, Authentication, Patron, Real-time Data, and Reporting) with new ones being published with each release.
- Exercise every published API with your own business data on the Developer Portal.
- Get quick answers to questions from the entire development community, both internal and external, on our Developer Forum.

### About inContact

inContact makes it easy and affordable for organizations around the globe to create stand-out customer experiences while meeting key business metrics. inContact continuously innovates and is the only provider to offer a complete customer interaction platform in the cloud that is flexible, scalable and reliable for enterprise, small business, government and business process outsourcers. inContact is a part of NICE (Nasdaq: NICE), the worldwide leading provider of both cloud and on-premises enterprise software solutions.

For more information, visit: [www.inContact.com](http://www.inContact.com)

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