ToolGPA

NOVEMBER 2026

NICE CXone

The Insider's Guide

Cloud contact center suite for voice, digital and AI agents



Every plan, grade, refund rule and rival among help desk and live chat tools, read from NICE CXone's own pages.

Made by NiCE · checked Nov 13, 2026 · toolgpa.com

1.8
GPA



Contents

01 Welcome
What it is, who it suits, its grades and the ten things to know first

02 What it costs
Every plan, the free plan, ways to pay less and how prices have moved

03 What it does
Its main features, where it runs, what it works with and who makes it

04 Where it stands
Its grades against its category, and whether to keep it or make your own

05 The alternatives
The tools it is most often weighed against, side by side

06 Quick answers
The questions people ask about it, each answered in a line or two

07 About ToolGPA
Who made this guide, what else is on the site, and how to cite it

ToolGPA put this guide together from NICE CXone's own pages, its app-store listings and our grades. Every fact in it is on NICE CXone's page too, where it is kept up to date. Checked Nov 13, 2026.

Welcome

What it is, who it suits, its grades and the ten things to know first

1.8

GPA, above 6 of the 92 other help desk and live chat tools we grade

NiCE CXone is a cloud contact center platform covering voice and digital channels, routing, workforce management, quality tools, analytics and AI agents. It is sold as five per-agent packages, from Omnichannel to Ultimate, with industry packages for banking and insurance on top.

To get you started, here are **8 things to know about NICE CXone**, taken from its own pages and our grades.

"

A contact center rollout with quotes and a feature grid to check.

From our grade for ease of use

1 **Best for a cloud contact center suite**

NICE CXone is a cloud contact center suite for voice, digital channels and AI agents.

2 **Paid plans start at $110 a month for each person**

As its pricing page puts it: $110 per agent / month.

3 **It runs on Web**

Web.

4 **Omnichannel routing**

Voice and digital channels with AI routing, interactive voice response and outbound engagement from the base package.

5 **AI agents**

Agentic Experience Automation covers AI agents for self-service, sales and marketing, proactive engagement and process automation.

6 **Workforce engagement**

Workforce management, quality management, performance management, screen recording and interaction analytics.

7 **A 1.8 GPA, above 6 of 92**

That is against the other help desk and live chat tools we grade, on value, the free plan, features, ease of use and platforms.

8 **Keep it**

To replace NICE CXone you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

NICE CXone at a glance

PRICING Paid, from $110 per agent / month	FREE PLAN No
FREE TRIAL None stated	RUNS ON Web
MADE BY NiCE	CATEGORY Help Desks & Live Chat
OUR GRADE 1.8 GPA, weak	

The report card

Best for a cloud contact center suite

NICE CXone is a cloud contact center suite for voice, digital channels and AI agents. Packages run from $110 to $249 an agent a month, and the grid marks many features as add-ons.

TOOLGPA REPORT CARD	NICE CXone	Graded Nov 13, 2026

SUBJECT	GRADE	COMMENT
Value for money	D	$110 an agent a month for the lowest package, which is where the category's dearest tenth starts. The top package is $249 plus $0.25 a session.
Free plan and trial	F	No free plan and no trial is listed, so you pay before you try it.
Features	B	Routing, AI agents, workforce tools, copilots and knowledge. It covers the whole contact center job, though many items are add-ons or usage-billed.
Ease of use	C	No store rating on record. A contact center rollout with quotes and a feature grid to check.
Platforms and integrations	B	Web only, with Cognigy and a marketplace of connectors.
Grade point average		Weak, out of 4.0 **1.8**

An A is worth 4 points, a B 3, a C 2, a D 1 and an F nothing. The GPA is the average of the five.

Who NICE CXone is for

- ✓ Fits if you run a contact center with voice and digital channels
- ✓ Works for teams of agents that need workforce tools

Who it is not for

- ✕ Pricey if you are small, because the lowest package is $110 an agent a month
- ✕ Watch out: the grid marks features as included, add-on or usage-based, so the package price is not the full cost
- ✕ Tight if you want the top tier, as Ultimate adds $0.25 a session to $249 an agent
- ✕ Skip it if you want to buy online, since a quote is still requested

Good to know

Good for

- ✓ Enterprise contact centers that want one suite for voice, digital and workforce tools
- ✓ Teams that prefer monthly billing in arrears over prepaying
- ✓ Banks and insurers looking at industry-specific packages

Worth knowing

- ⓘ The page marks each feature as included, add-on or consumption based, so the package price is not the full cost for every capability.
- ⓘ Which features sit in which package is shown only as a grid, so check it before choosing a tier.
- ⓘ Ultimate adds a per-session charge of $0.25 on top of the agent price, as displayed.
- ⓘ A quote is still requested to buy, and the page says its tiered model lowers prices as you grow.

PART 02 · PRICING

What it costs

Every plan, the free plan, ways to pay less and how prices have moved

$110

A month to start, for each person

NICE CXone is a paid product, starting at $110 per agent / month.

> **No free plan and no trial is listed, so you pay before you try it.**

From our grade for free plan and trial

OMNICHANNEL SUITE

$110

per agent / month

Voice and digital channels, omnichannel routing, recording and compliance, AI routing and outbound engagement.

ESSENTIAL SUITE

$135

per agent / month

Second tier. The page's feature grid shows which workforce and AI tools it includes beyond Omnichannel.

CORE SUITE

$169

per agent / month

Third tier. The page's feature grid shows which workforce and AI tools it includes beyond Essential.

COMPLETE SUITE

$209

per agent / month

Fourth tier. The page's feature grid shows which workforce and AI tools it includes beyond Core.

ULTIMATE SUITE

$249

per agent / month, plus $0.25 per session

The top package. The page lists $249 per agent per month and $0.25 per session.

Read from nice.com on Nov 13, 2026.

What it does

Its main features, where it runs, what it works with and who makes it

1

Place it runs: Web

Cloud contact center suite for voice, digital and AI agents. Here is what it does, as its own site describes it, and what it covers: AI features, workflow automation, AI agents, reports, AI support agent, chatbots.

"

Routing, AI agents, workforce tools, copilots and knowledge.

From our grade for features

Omnichannel routing

Voice and digital channels with AI routing, interactive voice response and outbound engagement from the base package.

AI agents

Agentic Experience Automation covers AI agents for self-service, sales and marketing, proactive engagement and process automation.

Workforce engagement

Workforce management, quality management, performance management, screen recording and interaction analytics.

Copilots

Copilot for Agents, Copilot for Supervisors and Copilot for Leaders, with automated summaries.

Knowledge tools

A customer-facing knowledge portal and an employee knowledge portal, or bring your own knowledge base.

Industry packages

Banking and insurance packages are listed at the Ultimate price, with industry-specific self-service and agent assist.

Where it runs

Web

What it works with

Cognigy

CXexchange Marketplace

NICE CXone is made by NiCE.

Where it stands

Its grades against its category, and whether to keep it or make your own

6/92

Other help desk and live chat tools it is graded above

NICE CXone's GPA of 1.8 is higher than 6 of the 92 other help desk and live chat tools we grade, and level with 19.

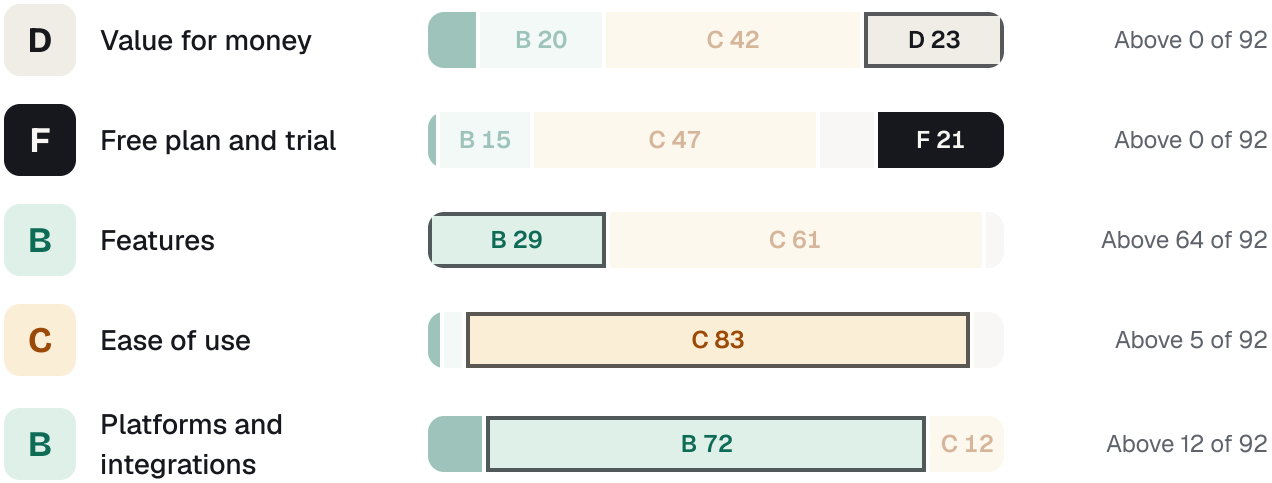
It stands best on features (B, above 64 of 92) and worst on free plan and trial (F, above 0).

Its paid plans start at $110 a month for each person, against a middle price of $29 for the category: 69 of the 78 others that charge start lower.

On features, ease of use and platforms it scores 2.7 out of 4. 5 tools score higher and cost less.

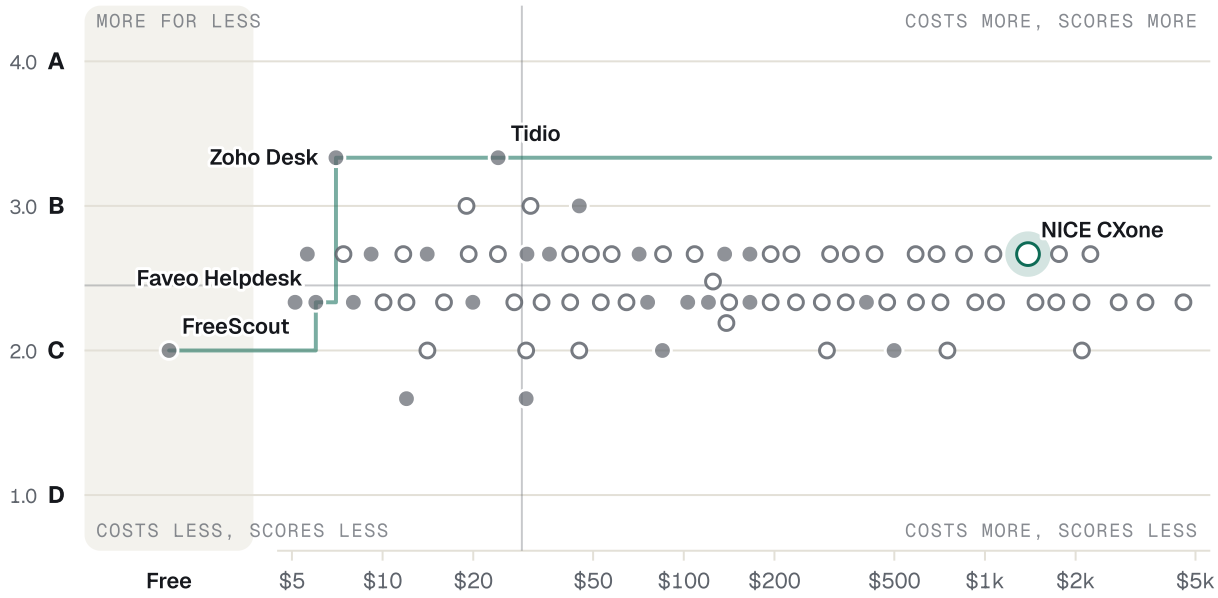
Each grade against the category

Every bar is all 93 help desk and live chat tools we grade, cut by the letter each got. NICE CXone's own letter is outlined.



Price against what you get

Each dot is one of 80 help desk and live chat tools. Further left costs less; higher up scores better on features, ease of use and platforms. NICE CXone is the marked dot.



What paid plans start at, a month (each step along is roughly double)

Keep it, or make your own?

Whether this is something you could build for yourself with an AI app builder, and what you would give up.

Keep it

To replace NICE CXone you would be making an AI agent, with the models and the safeguards behind it. That is not a weekend's work, with an AI app builder or without one.

That makes this kind of software worth paying for, not this one in particular: 67 of the 92 other help desk and live chat tools grade higher. It costs $1,320 a year.

What you could make

- Reports: an app builder makes this well.

What you could not

- An AI agent, with the models and the safeguards behind it.

- An AI model answering your customers from your own help articles.
- Connections to other products, each kept working as those products change.
- A chatbot builder hooked into the messaging apps.
- It is priced for each person, which means accounts and billing for a team.
- The depth: we grade its features B, which means it covers the whole job.

What this rests on. NICE CXone's listing: what it does, where it runs, what it plugs into and what it costs. It is a judgement about the kind of software this is. We have not built a replacement for it, and making your own means looking after it too. How we decide, and every tool's verdict.

The alternatives

The tools it is most often weighed against, side by side



Genesys Cloud CX, Five9, Talkdesk, LivePerson and Zendesk

The 5 tools NICE CXone is most often weighed against, with where each one differs from it.

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Genesys Cloud CX

From $75/mo

Cloud contact center platform for voice and digital service.

- NICE CXone also covers AI support agent.
- Genesys Cloud CX also covers whatsApp messaging.

NICE CXone and Genesys Cloud CX compared in full

1.8 GPA

Five9

From $119/mo

Cloud contact center for voice and digital channels, sold in bundles.

- NICE CXone also covers AI agents and chatbots.
- Five9 also covers live chat and business phone line.

NICE CXone and Five9 compared in full

Talkdesk

1.8 GPA

Free plan · from $85/mo

Cloud contact center for voice and digital channels, with AI agents.

- Talkdesk has a free plan. NICE CXone does not.
- NICE CXone also covers AI agents and chatbots.
- Talkdesk also covers live chat and business phone line.

NICE CXone and Talkdesk compared in full

LivePerson

1.8 GPA

Paid

Messaging and AI agent platform for enterprise customer service.

- NICE CXone also covers workflow automation.
- LivePerson also covers business texting and whatsApp messaging.

NICE CXone and LivePerson compared in full

Zendesk

2.4 GPA

Free trial · from $19/mo

Ticketing, messaging, help center and AI agents for support teams.

- Only Zendesk lists iOS and Android apps.
- NICE CXone also covers workflow automation, AI agents and chatbots.
- Zendesk also covers help desk, live chat and help center.

NICE CXone and Zendesk compared in full

PART 06 · QUESTIONS

Quick answers

The questions people ask about it, each answered in a line or two

12

Questions, each answered in a line or two

The short version of everything above, for when you only need the answer. Each one is told in full in its part of the guide.

Is NICE CXone free?

No. NICE CXone is a paid product, starting at $110 per agent / month.

How much does NICE CXone cost?

NICE CXone lists 5 plans. Omnichannel Suite: $110 per agent / month.

What platforms does NICE CXone work on?

NICE CXone is available on Web.

Does NICE CXone have an Android app?

No Android app was listed when its pages were read on Nov 13, 2026. NICE CXone is listed for Web.

Does NICE CXone have an iPhone app?

No iPhone app was listed when its pages were read on Nov 13, 2026. NICE CXone is listed for Web.

Is NICE CXone open source?

NICE CXone is not described as open source on its own site, as read on Nov 13, 2026.

What does NICE CXone integrate with?

NICE CXone's listing names Cognigy and CXexchange Marketplace. A listing names up to eight integrations, so it may connect to more.

Who makes NICE CXone?

NICE CXone is made by NiCE.

What are the alternatives to NICE CXone?

The closest alternatives to NICE CXone in our directory are Genesys Cloud CX, Five9, Talkdesk, LivePerson and Zendesk.

How does NICE CXone compare with other help desk and live chat tools?

NICE CXone's GPA of 1.8 is higher than 6 of the 92 other help desk and live chat tools we grade, and level with 19.

Is NICE CXone good value for money?

ToolGPA grades NICE CXone D for value for money. Its paid plans start at $110 a month for each person, against a middle price of $29 for the category: 69 of the 78 others that charge start lower.

Could I make my own version of NICE CXone?

To replace NICE CXone you would be making an AI agent, with the models and the safeguards behind it.

Where this guide comes from

The prices, plans, platforms and features were read from NICE CXone's own pages on Nov 13, 2026, and the grades were given on Nov 13, 2026. Graded from this listing, whose facts were read from NICE CXone's own pages on 13 November 2026. Not based on using the product, and shorter than our full reviews.

Every tool we list gets five grades, A to F, each with its reason, and a GPA that averages them. How each is decided is at toolgpa.com/grades. This guide is ToolGPA's own work; it is not made, paid for or approved by NiCE. Prices change, so check nice.com before you buy.

nice.com/pricing

nice.com/products/cxone

PART 07 · ABOUT

About ToolGPA

Who made this guide, what else is on the site, and how to cite it

7,721

Tools graded, in 95 categories

ToolGPA grades software the way a school report grades a pupil: five subjects, a letter for each with the reason written beside it, and a GPA that averages them. Prices, plans and platforms are read from each maker's own pages and dated, so you always know how fresh a figure is.

Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. Every tool on the site has a guide like this one, free to download and pass on. It all lives at toolgpa.com.

7,721	95	739	579
tools graded	categories	price changes on record	apps priced in 12 countries

What else is on toolgpa.com

NICE CXone, kept up to date

Everything in this guide, with prices and grades as they are today

toolgpa.com/tools/nice-cxone

How grades are given

The rules behind every letter and every GPA

toolgpa.com/grades

Value charts

What each tool costs against what it scores, for every category

toolgpa.com/charts

Compare

Any two tools side by side, plan by plan

toolgpa.com/compare

Price changes

Every price rise and cut on record, each with its source

toolgpa.com/price-changes

Prices by country

What apps cost on the App Store in 12 countries

toolgpa.com/prices-by-country

Pay less

Every public discount: yearly billing, students, nonprofits

toolgpa.com/save

Keep or make

Which tools are worth paying for, and which you could build yourself

toolgpa.com/keep-or-make

Scan for the live page

Prices and grades as they are today

Quoting this guide?

Please name ToolGPA and link to the live page, so readers can check the figures for themselves:

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ToolGPA, "NICE CXone: The Insider's Guide",
checked Nov 13, 2026.
https://toolgpa.com/tools/nice-cxone
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Know someone choosing between help desk and live chat tools?

Send them this guide:
toolgpa.com/tools/nice-cxone/guide

ToolGPA elsewhere: youtube.com/@toolgpa

See our other guides

The best-graded help desk and live chat tools after NICE CXone, each with an Insider's Guide of its own.

Help Desks & Live Chat Insider's Guide

Every one of the 93 help desk and live chat tools we grade, compared

Zoho Desk Insider's Guide

Low-cost ticketing help desk with a free plan for three users

3.4 GPA

Tidio Insider's Guide

Live chat, ticketing and the Lyro AI agent priced by conversations

3.2 GPA

ProProfs Live Chat Insider's Guide

Live chat with an AI agent, free for a single operator

3.0 GPA

ToolGPA

Choosing software? Every tool graded, every price dated.

Compare tools at toolgpa.com ›

Everything in this guide is ToolGPA's own summary of what NICE CXone's pages, its app-store listings and public reviews said on the dates shown. Grades are our judgement under the rules at toolgpa.com/grades. Every grade, review and ranking on ToolGPA is our own judgement. No company can pay for a grade or change one. NICE CXone is a trademark of its owner, and this guide is not made, paid for or approved by NiCE. Prices and plans change: check nice.com before you buy.