

The NICE User Group (NUG) is a knowledge community for customers of NICE Systems. The group has members from over 1000 companies, representing every region of the world. NUG helps members optimize the value of NICE SmartCenter solutions in their organizations through sharing of best practices. The group partners with NICE to deliver an annual user conference, educational calls and webinars, and an online environment in which members can interact and share experiences. There are four Special Interest Groups (SIGs) within NUG, tailoring programs and support in key areas: Quality & Training, Technical Services, NICE Perform Interaction Analytics and Workforce Management. NUG also works closely with NICE leadership to influence product, service, and policy direction.

The volunteer NUG Board of Directors, comprised of NICE customers, provides structure and direction for the NUG organization and ensures that all NUG activities support the organization's mission and objectives, while upholding the interests of the group's members. The Board also runs the SIGs and leads areas such as Communications, Membership, Product and Process Enhancement, Chapters, and the Annual User Conference. All NUG members are welcome to participate in any of the working committees and help the organization flourish. Join NUG and participate in a knowledge community dedicated to helping you succeed.

Membership is free to any NICE customer!

NICE User Group - Home Page

http://www.niceusergroup.org/

Search (Fast Browser Search)

NUG

Home About Chapters Benefits Contact Us The NUG Board Login

What is NUG?

The NICE User Group (NUG) is a knowledge community for customers of NICE Systems. The broad membership represents both technical and business users across all industries, from various size organizations, and from regions around the globe. Membership is free to any NICE customer.

Join NUG

What is NUG? Chapters Benefits Join Now

Recent Discussions

- Multiple Segment Id (Free Expression) Search-Are there limitation...**
By KRobinson
- Failed to complete the request - Unexpected error occurred-Anyone fixed that is...**
By harry0013
- Converting from an I3 ACD to a Nortel/Symposium ACD-We are about to swi...**
By jwalick
- Scheduled Open Agents not being captured in Agent**

Interactions '10
Annual Customer Conference

Capture the Opportunity

May 3-6, 2010 • Dallas, Texas

Join more than 1,200 NICE customers from hundreds of high profile companies at Interactions '10 to gain insight into the future of NICE's products, expand your ability to respond to and even find the opportunity created by today's tough business environment, and most of all experience a top-notch learning and networking event.

REGISTER NOW!

10 REASONS TO JOIN THE NICE USER GROUP

1. BRING THE INDUSTRY'S BEST PRACTICES TO YOUR COMPANY

Learn what companies from a variety of industries and environments are doing. Take the best ideas back and immediately impact performance.

2. NETWORKING AND INFORMATION SHARING

Nothing helps you get through a tough situation better than talking it through with someone who's been there. Through NUG you can find others in your industry... On your technology platform...Using the same applications...In your geographic area... Search the member directory and reach out to others facing the same challenges.

3. MAXIMIZE THE VALUE OF YOUR SOLUTION

With any technology, most users learn the basics and never take full advantage of all the features and possibilities. User manuals and formal training only take you so far. Take advantage of NUG's strong peer-to-peer network to get every ounce of value from your NICE investments.

4. INCREASED ACCESS TO NICE MANAGEMENT

NICE Management is tuned into NUG - they strongly support this initiative and its activities. By joining NUG and expressing your ideas and needs, you are part of a voice with a direct line to NICE Management.

5. BECOME A MEMBER OF A NUG CHAPTER

NUG local chapters bring members together from the same geographic area with similar interests, goals or concerns. Chapters offer an opportunity for members to meet regularly to share ideas, learn best practices, answer each other's questions, and see product demonstrations.

6. NEWEST INFORMATION

NUG is a conduit for the newest information coming out of NICE's laboratories. By joining NUG, you get the "inside scoop" and the opportunity to provide feedback at the most influential stages. You'll also understand how to improve your business and be ready when the products are released.

7. DISCOUNTS ON THE NICE EDUCATION PORTAL

The NICE Education Portal is a valuable source for training and advisory services, including live e-learning events, recorded sessions library, private follow-up sessions, useful documentation, and more. As a NUG member, you receive discounted subscription rates.

8. ATTEND FREE WEBINARS

Webinar presentations include other customers sharing how they are using NICE solutions, sharing best practices, their experiences and product features and functions, as well as, educational/training presentations by NICE experts

9. ACCESS TO THE NUG WEBSITE

The robust NUG website is an online resource right at your fingertips. The website provides a means for all NICE users to connect to one another via email and discussion forums, as well as, a resource center with a repository of documents and recorded webinars.

10. ACCESS TO NICE EXPERTS

NICE's Subject Matter Experts - R&D specialists, Technical experts, Quality pros, Consultants - all participate actively in NUG - sharing the best thinking in the industry. Learn and share with these experts and your peers in an open and fluid environment.

www.niceusergroup.org

