NiCE CXone

The NiCE CXone integration imports recorded CXone voice calls into Alchemer Voice, and Alchemer Voice transcribes them. A CXone transcript isn't used. The integration is read-only, and only voice calls are imported. Chats and emails aren't.

Set up

Before you begin

- An Access Key ID and Secret created in CXone for a user who can access completed contacts and their recordings.
- Call recording turned on in CXone, with dual-channel recordings (customer and agent on separate channels). Alchemer Voice uses the channels to attribute each sentence to the right speaker.
- The **Manage connections** permission in Alchemer Voice. See Roles and permissions.

Steps

1. In NiCE CXone, create an access key for a user and copy the Access Key ID and Secret.
2. In Alchemer Voice, go to **Admin > Connections**.
3. Under **Call recording**, find **CXone** and click **Connect**.
4. Enter the **Access Key ID** and **Secret**, then click **Connect**.

If CXone rejects the credentials, you see "CxOne rejected these credentials."

What's imported

Every five minutes, Alchemer Voice looks for newly completed voice contacts and imports each one it hasn't seen, fetching the recording and call details. The agent's name and the customer's phone number are added as participants. Calls with no recording, no customer on the recording, or a duration under one minute are skipped. The first import covers the previous 90 days, processed in 30-day blocks. After that, only new calls are picked up.

Troubleshooting

- **Not connected:** No credentials are saved.
- **Syncing…:** The first import is running.
- **Authentication failed:** CXone is rejecting the saved credentials, for example because the key was deleted or the user was disabled. Click **Disconnect**, then **Connect** with a new access key.
- **"CxOne rejected these credentials" when connecting:** Check that the ID and Secret were copied in full and that the key is active.
- **Calls are missing:** Check that they were recorded, lasted over a minute, and are visible to the

CXone user.

Disconnecting removes the saved credentials. Calls already imported stay in Alchemer Voice.

Permissions

Connecting and disconnecting CXone requires the **Manage connections** permission, which admins usually have. Without it, you can't connect or disconnect CXone. See Roles and permissions.

If you need help, contact Alchemer Support.

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