

NIC Inc. Wins Bronze Stevie® Award for "YourPassNow" Contact Center of the Year

OLATHE, Kan. - YourPassNow has won a Bronze Stevie® Award in the category of "Contact Center of the Year."

More than 2,300 nominations from organizations of all sizes and in virtually every industry were evaluated in this year's competition. Finalists were determined by the average scores of 77 professionals worldwide, acting as preliminary judges. Entries were considered in 61 categories for customer service and contact center achievements.

YourPassNow is a digital solution that makes entrance passes for recreation on public lands available for purchase online. Using a personal device, citizens can purchase access to public lands from one centralized, digital marketplace. YourPassNow has a built-in validation feature for park rangers which does not require Internet access. This allows park staff to verify the validity of a pass from anywhere in a park using a QR code scanning function on their mobile device. This is an important step in collecting valuable revenue.

The customer service team for YourPassNow played an integral role in developing the solution to best serve consumer needs. The responsive call center staff collected valuable consumer data and quickly collaborated with the development team to implement site enhancements.

"We are honored by the Stevie Awards' recognition of the YourPassNow customer service center," said Sandi Miller, General Manager of YourPassNow. "Our team works closely with our partners to stay current on various credential types and prices, to provide quality customer service to the park visitors."

Developed in partnership with the National Park Service, YourPassNow launched in early 2016 and has sold more than 8,000 park entrance passes. The call center received more than 500 calls with a responsive resolution time of under 60 seconds. The call center continues to collect valuable information and plays an integral role in product development.

For more information about YourPassNow, visit www.YourPassNow.com.

About NIC

Founded in 1992, NIC Inc. (NASDAQ: EGOV) is celebrating 25 years as the nation's premier provider of innovative digital government solutions and secure payment processing, which help make government interactions more accessible for everyone through technology. The family of NIC companies has developed a library of more than 13,000 digital government services for more than 5,500 federal, state, and local government agencies. Among these solutions is the ground-breaking digital government personal assistant, Gov2Go, delivering citizens personalized reminders and a single access point for government interactions. More information is available at www.egov.com.

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