

NICE Enlighten Copilot

Amplifies skilled labor at a reduced cost

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Enlighten Copilot is purpose-built AI for employees that amplifies skilled labor at a reduced cost, promoting efficient work with fewer repetitive tasks and faster access to knowledge. A collaborative solution designed specifically for agents and supervisors with advanced tools that promote efficient work with conversational knowledge, on-demand guidance, and task automation.

This by-their-side conversational AI experience acts as an empowerment multiplier to produce accurate, informed, and brand-specific conversational responses leaving agents with fewer repetitive tasks and faster access to knowledge and answers. Supervisors can provide smarter guided interactions and AI-driven coaching to improve the overall agent and consumer experiences.

KNOWLEDGE FOR YOUR WORKFORCE

The right response at the right time

- Provides automatic, proactive prompting of content specific knowledge articles
- Knows the optimal ways to resolve issues and how to use the tools integrated into your system
- Provide one source of truth, including interaction summaries for entire customer relationships

SUPER-HUMAN AGENTS

Simplify the agent experience

- Agents can easily navigate multiple systems and channels
- Makes every CX employee an informed, guided, and powerful super-employee
- Advanced tools that promote efficient work and augment the agent experience

GUIDED SUCCESS FROM SUPERVISORS

Balance great CX with operational efficiency

- Smarter guided interactions and AI-driven coaching to improve the overall agent and consumer experiences
- Proactive alerts for areas that need supervisor attention for better visibility and preparedness
- AI-driven tools for supervisors that offload repetitive tasks and provide better insights for better decisions

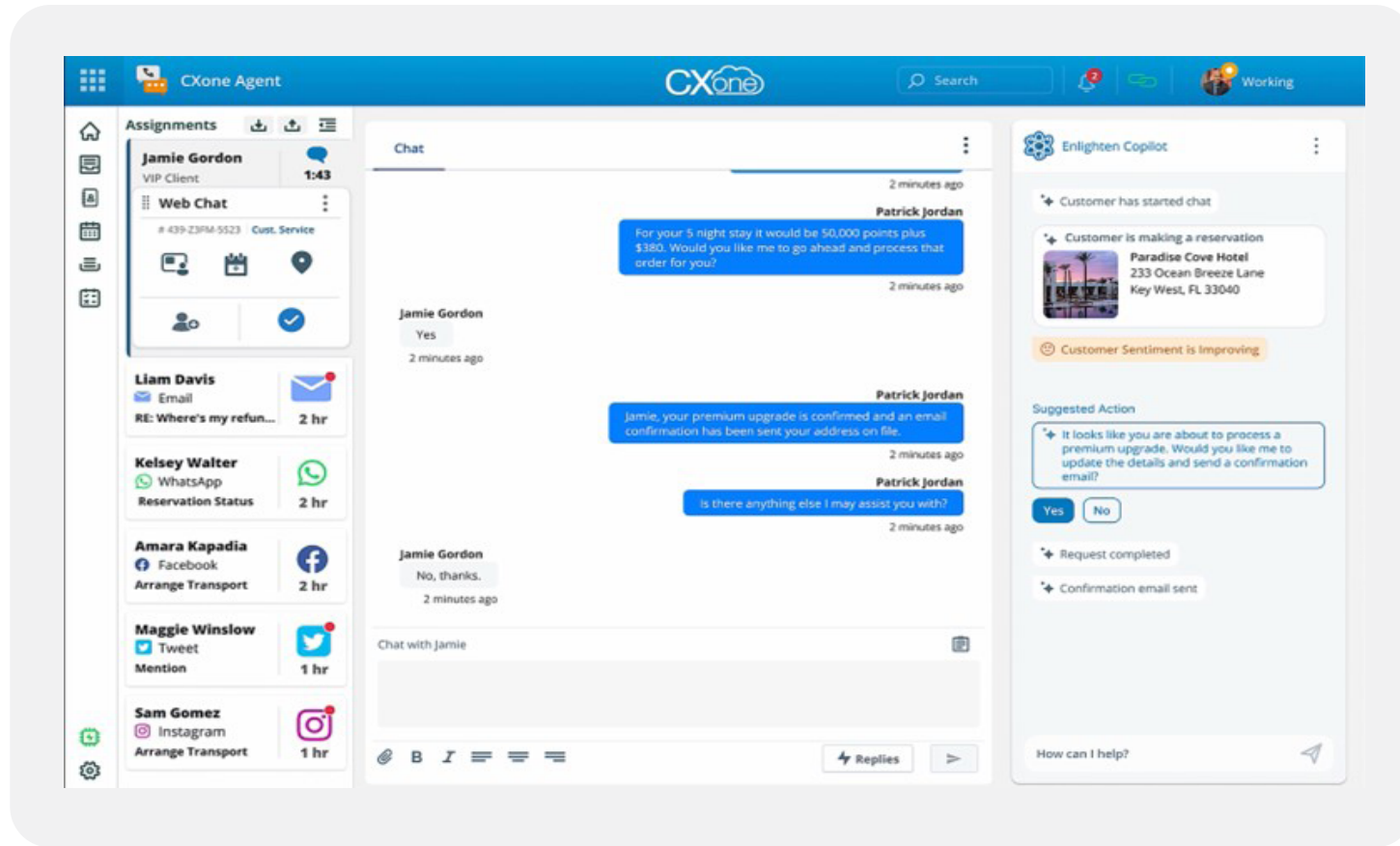
KEY FEATURES

- Centralized AI assistance for employees
- Across-the-board power amplification
- Integrated into the entire CXone Suite
- On-demand behavioral guidance for agents
- Access to full context: intent, sentiment, history

BENEFITS

- Increase new hire time to proficiency
- Increase agent efficiency
- Fewer repetitive tasks for agents
- Increase supervisor span of control
- Increase agent satisfaction and engagement

Enlighten Copilot assists agents by using Generative AI to generate personalized guidance tailored for every interaction.



About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center – and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform – and elevate – every customer interaction.

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Enlighten Copilot gives Supervisors the insights they need to monitor agent performance and make the right decisions.

