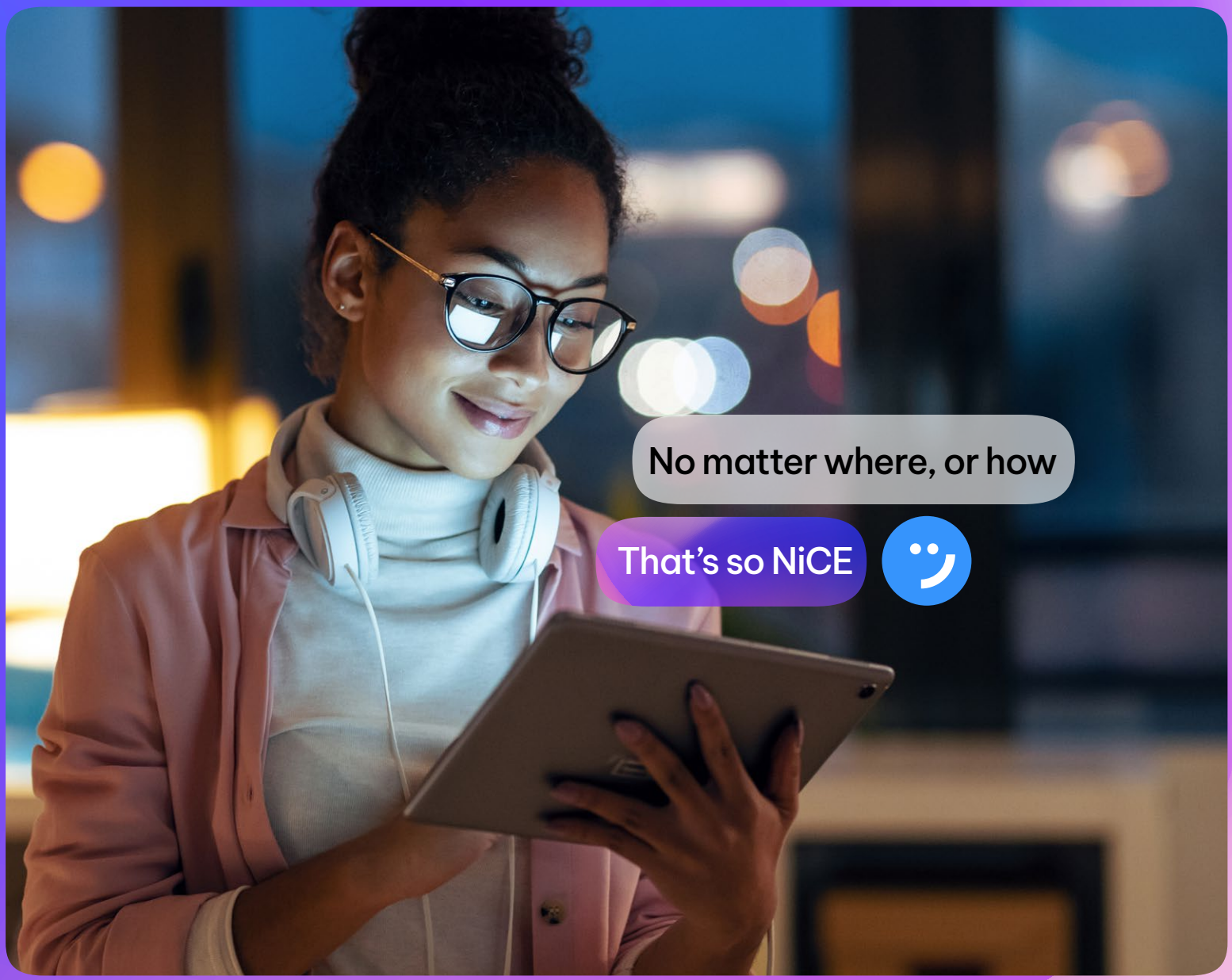
NiCE | CXone Mpower

AutoSummary

Save on costly manual agent notetaking

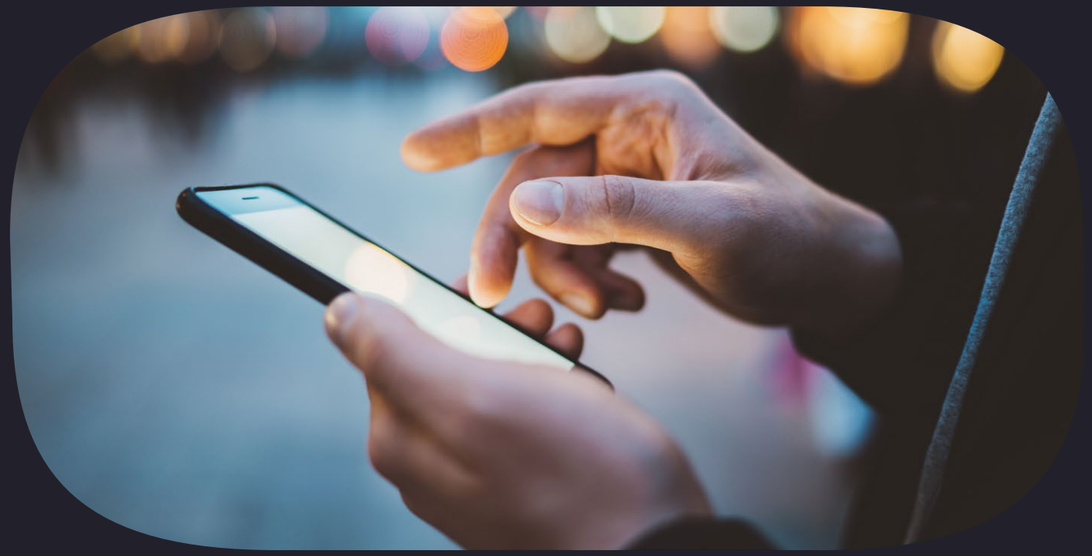


CXone Mpower AutoSummary delivers objective, reliable, and contextually accurate automated agent summaries.

Contact center agents who are required to manually summarize customer interactions often struggle to accurately and consistently capture the most important information about each interaction. Spending on average one minute per summary, and then multiplied over millions of interactions, this task is not only time-consuming, but costly to your organization.

Agents either place customers on hold to complete the summary, causing customer frustration and increasing the AHT, or they devote time after the call when they could be focusing on more value-driven tasks. If the most important facts about an interaction are missed or omitted, your organization is missing the opportunity to deliver a seamless experience.

Using an extensive array of purpose-built AI models delivered by out-of-the-box and GenAI technology, AutoSummary reduces costs, improves productivity, and provides relevant information to the next agent, enabling seamless customer experiences, causing experience levels in most industries to decline.



Benefit from 100% autimated notetaking

Improve agent productivity

Agents focus on the customer, not tedious notetaking

Reduce costs

Decrease after call work (acw) and average handle time (aht) and repeat contact

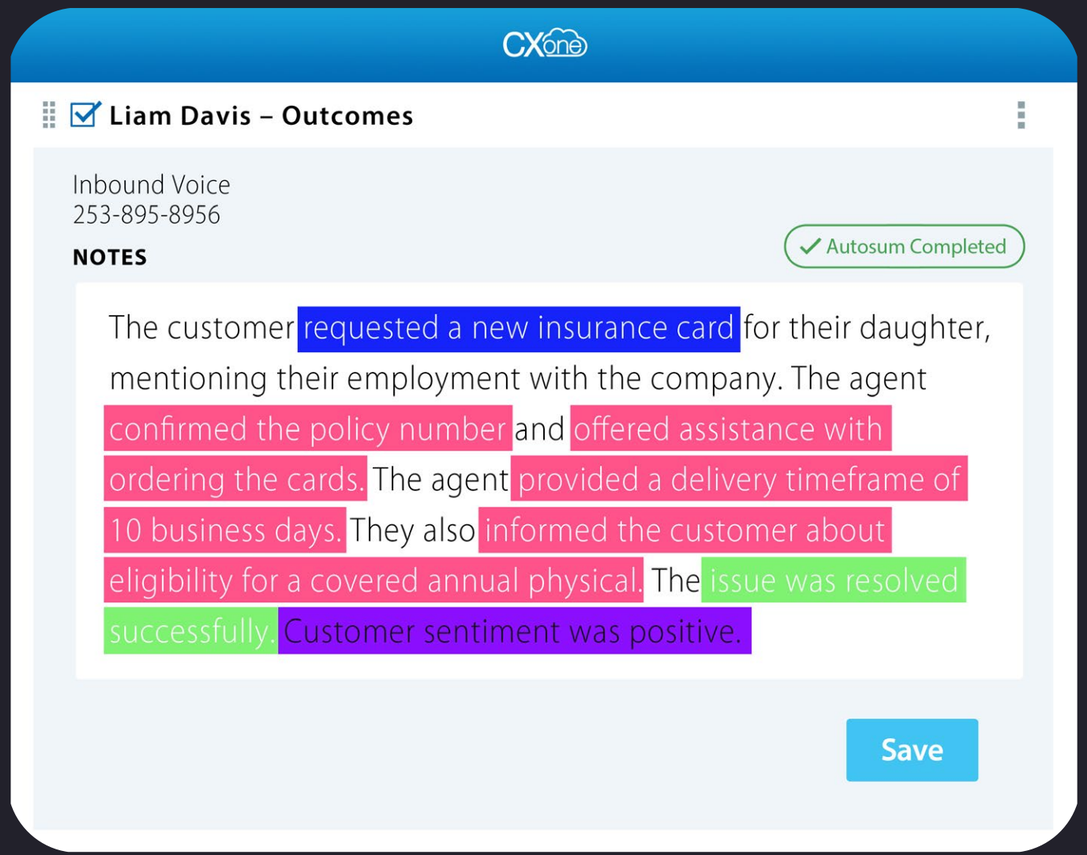
Boost CX and EX

Agents focus on the customer, not tedious notetaking

> “AutoSummary’s ability to accurately summarize what happens during every call is exactly what we have been waiting for. The agents also like that it saves them hours of manual typing over the course of a week.”
>
> **Director of customer experience, healthcare provider**

The agent dashboard display

Save time and capture meaningful, objective customer-agent information. View the data-driven narratives within seconds of each call.



Capture customer intent and integrate into your analytics program.

Deliver summarized actions based on structured AI and generative AI technology.

Identify key outcomes from AI-based models to monitor commitments. Agents can edit the notes if needed.

Measure customer satisfaction with AI-based sentiment scoring.

Realize cost savings

Improve operational efficiency with AutoSummary. It relieves agents from the time-consuming, inaccurate task of manual notetaking, providing substantial savings to an organization, as well as boosting customer satisfaction. Derived from 20+ years of industry experience using the most comprehensive and expansive interaction dataset in the world, these models predict the outcomes — resolution, escalation, churn risk, etc., — for each interaction with high accuracy. The results inform the next step of an interaction in the customer journey — whether it's hours, days, or months ahead — and create an overall better experience for your customers. Automate Agent Summaries with the power of GenAI AutoSummary's scalable solution analyzes calls in real-time using an extensive array of out-of-the-box, purpose-built AI for CX models. These models identify intents, actions, outcomes, and customer sentiment. This structured automated summary data is then processed using GenAI and delivered in a summary format seamlessly to the Agent application and/or a CRM system. Incomplete, scattered notes are suddenly turned into clear, concise agent summaries that save time and improve the customer experience.

Out-of-the-box solution
Realize immediate value, no training data models required

Deploy in any environment
Use with any CRM or transcription source

Built to scale with customer needs
Ability to ingest growing data sets for any industryrequired

Continuous improvement
Self-learning to meet both current and future needs

Drive complete performance

AutoSummary uses structured data to compose an objective analysis consistently for every interaction. As a result, it can be operationalized by other applications to provide exceptional experiences, including the ability to:

- **Orchestrate the perfect customer journey**
  Provide contextual information to the next agent to ensure a seamless journey.
- **Optimize the complete performance**
  Use summary data as part of a comprehensive analytics program to ensure promised actions and outcomes, such as callbacks, have been scheduled.
- **Provide readily available agent summaries**
  Save time by eliminating agent CRM searches for previous summaries from past interactions with easily accessible notes.

To learn more about CXone Mpower AutoSummary, visit https://www.nice.com/products/automated-agent-notetaking

Summary of benefits

Reduce costs

Eliminate agent frustration

Increase customer satisfaction

Lower AHT and ACW

Improve agent productivity

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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