# Enlighten Copilot for Supervisors Multiply supervisors' business impact

Enlighten Copilot for Supervisors is Alpowered assistance that maximizes business impact by prioritizing real-time, proactive insights, delivered with context, making supervisors more strategic. By enhancing and broadening contextual data to drive holistic recommendations, Copilot redefines and elevates the supervisor's role from operations taskmaster to organizational strategist. With detailed, up-to-the-minute information, Copilot levels up monitoring with urgent alerts, and allows supervisors to engage with and act on data in a conversational manner. Generative Al uncovers trends, ensuring supervisors mitigate risks to their team's tracked KPIs over time and guide struggling agents based on an interaction, boosting CX and team performance.

### EMPOWER **SUPER**VISORS FOR CX SUCCESS

## Deliver both excellent interactions and operational efficiency

- Shift from reactive to proactive leadership with real-time data and alerts for seamless customer interactions
- Discover insights effortlessly through conversational AI, making data review more natural and streamlined
- Expand supervisor agency with role-specific goals alongside teamwide KPIs

# ELEVATE SUPERVISOR CAPABILITIES WITH PRECISION AI

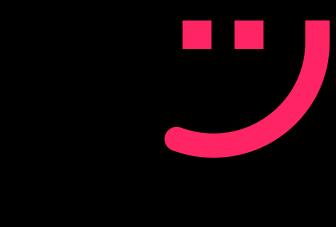
## Innovative technology enables forward-thinking leadership

- Enhance the methods and speed at which supervisors provide guidance to agents
- Automate insights on trends, patterns, and risks affecting the team's tracked KPIs over time
- Boost performance by offloading time-consuming and rote tasks, enabling supervisors to focus on valuable training and team building

### AGILE CX FOR GREATER ORGANIZATIONAL IMPACT

## Proactively pair operations and strategy to meet KPIs and wow customers

- Gain vital context on emerging trends to swiftly prevent potential issue escalation
- Connect agent and customer insights with organizational goals
- Align strategic goals, KPIs, and operational tactics with real-time, AI-backed insights



Learn more
 Talk to a specialist
 1-866-965-7227
 Contact us

#### **KEY FEATURES**

- Detailed, accurate, and personalized data, immediately
- Improved reaction time and time to resolution
- Real-time customer interaction insights
- Immediate agent guidance and training
- Automation of repetitive, timeconsuming tasks

#### BENEFITS

- Provide superior CX using contextual, urgent alerts
- Increase supervisors' availability to coach agents
- Improve supervisor retention and job satisfaction
- Onboard new agents quickly with generative Al
- Tap into supervisors' full CX expertise

**Enlighten Copilot** for Supervisors surfaces insights naturally, enabling supervisors to interact with Al through human-like inquiries and strategic prompts

😉 Supervisor	CXône	⑦ ⊨ 4 <sup>2</sup> ⊨
Good Morning, Sam. Your Impact Last 7 Days ~		What are the top 5 agents with highest ACW on my team?
Monitoring Frequency This week you've monitored  10% more sessions Target goal achieved! (1/2 ) Voice sessions 32 (54%) Digital sessions 21 (28%) Screen monitoring 16 (18%)	90 Target Goat: 58 May 28 May 29 May 30 May 31	See below top 5 agents with highest ACW on your team. Jacob Jones' ACW is <b>13m 20s</b> which is <b>26%</b> above team average          5m
<ul> <li>Intervention Impact</li> <li>You improved the sentiment by</li> <li>B0% more</li> <li>Than you did in the previous time period.</li> <li>1/2 &gt;</li> <li>Some interventions may not be measured due to organization settings.</li> </ul>	June 03 June 02 June 02 June 01 May 30 May 29 0 30 Interventions — Improved sentiment — Declined sentiment	Here are some things Copilot can help you with: What are the top 10 call reasons? What is the ASA of Holding Tank team from past month? How many Campaign calls were refused yesterday? Type your prompt

Alerts inform supervisors about interactions requiring timely, context-specific guidance for enhanced CX and agent training

	Supervisor		CXOD	⑦	SA ~
8ª ≫	Q Search	<b>T</b> Filters		<b>Tina Murray</b> Requires urgent assistance	ĝ,
ଙ୍ ମା ଭ	(40) •	NTACTS WORKING 20 OUNAVAILABLE INVAILABLE 10 © LOGGED OUT	-	<ul> <li>Due to repetitive refund requests.</li> <li>Ongoing Summary: Customer is claiming that they have been over- charged for services in May and are inquiring about their refund request.</li> <li>Journey Insights:</li> </ul>	Q
	AGENT (40)	AGENT STATE	UP NEXT	Billing Inquiry         O           2 Jun, 2024         12:45 PM           9         2 Jun, 2024           9         2 Jun, 2024	
	<ul> <li>Tina Murray</li> </ul>	Available (12:34)	Working	My Invoices     30 May, 2024 08:45 PM	
	<ul> <li>Maryland Winkles</li> </ul>	Available (9:22)	Working	D Website Orientation - Invoices 28 May, 2024 08:15 PM	
	O Johnsie Jock	Outbound (24:53)	Working	Less *	
	O Tynisha Obey	Outbound (25:12)	Working	Image: Constraint of the second sec	
	O Hannah Burress	Working (25:00)	Unavailable: Break		-
	Georgette Strobel	Unavailable: Break	Working	Type your prompt	

## 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 Al-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 transformand elevate-every customer interaction.

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