



Enlighten Copilot for Supervisors

Multiply supervisors' business impact

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Enlighten Copilot for Supervisors is AI-powered 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 AI 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 SUPERVISORS 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

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, time-consuming 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 AI
- Tap into supervisors' full CX expertise

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

The screenshot shows the CXone Supervisor interface. On the left, there are navigation icons and a sidebar. The main content area is divided into several sections:

- Good Morning, Sam.** - Personalized greeting.
- Your Impact Last 7 Days** - Summary of performance metrics.
- Monitoring Frequency** - A line chart showing sessions over time. Text indicates: "This week you've monitored **10% more sessions**. Target goal achieved!" Below the chart are three cards: "Voice sessions 32 (54%)", "Digital sessions 21 (28%)", and "Screen monitoring 16 (18%)".
- Intervention Impact** - A horizontal bar chart showing sentiment changes. Text indicates: "You improved the sentiment by **80% more** than you did in the previous time period." A legend shows "Improved sentiment" in green and "Declined sentiment" in red.
- Copilot Chat** - A chat window on the right with a red border. It contains a prompt: "What are the top 5 agents with highest ACW on my team?" and a response: "See below top 5 agents with highest ACW on your team. Jacob Jones' ACW is **13m 20s** which is **26%** above team average." Below the response is a bar chart showing ACW for five agents: Jacob Jones (13m 20s), Freida Varnes, Leslie Alexa..., Jenny Wilson, and Devon Lane. Below the chart are three more prompts: "What are the top 10 call reasons?", "What is the ASA of Holding Tank team from past month?", and "How many Campaign calls were refused yesterday?". At the bottom of the chat is a "Type your prompt" input field.

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

The screenshot shows the CXone Supervisor interface. On the left, there are navigation icons and a sidebar. The main content area is divided into several sections:

- Supervisor** - Header with CXone logo and user SA.
- Search and Filters** - Search bar and filter icon.
- AGENTS** - Tab selected, showing agent status summary: 40 total agents, 20 Working, 10 Available, 5 Unavailable, 5 Logged Out.
- AGENT (40) TABLE** - Table with columns: AGENT (40), AGENT STATE, UP NEXT.

AGENT (40)	AGENT STATE	UP NEXT
Tina Murray	Available (12:34)	Working
Maryland Winkles	Available (9:22)	Working
Johnsie Jock	Outbound (24:53)	Working
Tynisha Obey	Outbound (25:12)	Working
Hannah Burress	Working (25:00)	Unavailable: Break
Georgette Strobel	Unavailable: Break	Working
- Alert for Tina Murray** - A detailed alert on the right with a red border. It includes:
 - Tina Murray** - Requires urgent assistance.
 - Due to repetitive refund requests.**
 - Ongoing Summary:** Customer is claiming that they have been over-charged for services in May and are inquiring about their refund request.
 - Journey Insights:**
 - Refund Request (2 Jun, 2024 12:45 PM)
 - Billing Inquiry (2 Jun, 2024 09:30 AM)
 - My Invoices (30 May, 2024 08:45 PM)
 - Website Orientation - Invoices (28 May, 2024 08:15 PM)
 - Time: 14:58
 - Input field: "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 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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