NICE

Enlighten Copilot for Supervisors
Multiply supervisors' business impact

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 *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

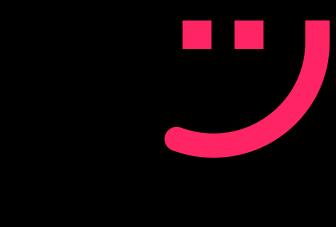## ELEVATE SUPERVISOR CAPABILITIES WITH PRECISION AI

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

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

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

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.

www.nice.com

Visit nice.com

Contact us
www.nice.com/contact-us

NICE
Make experiences *flow*