CX one Mpower

Make experiences *flow*

CXONE MPOWER:
AUTOMATE CUSTOMER SERVICE AT SCALE

NICE

ONE AI PLATFORM.
LIMITLESS AUTOMATION POWER.

As customer service leaders prioritize both efficiency and customer satisfaction, CXone Mpower delivers end-to-end automation across the entire customer service journey. By unifying workflows, agents, and knowledge all on one platform, CXone Mpower transforms traditional customer service into a proactive, AI-powered experience at unmatched precision and scale.

CXone Mpower breaks down silos between customer-facing and back-office operations, ensuring faster resolutions and greater continuity across all touchpoints. This unified approach meets the ultimate priority of efficiency and elevated customer satisfaction.

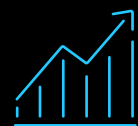### AI-POWERED ORCHESTRATION OF WORKFLOWS, AGENTS & KNOWLEDGE

Seamless Workflow Automation
Automate end-to-end workflows, breaking silos between customer-facing and internal service teams.

Collaborative Agent Orchestration
Human and AI agents work together, leveraging shared insights to boost performance and drive better outcomes.

Data-Driven Precision
Centralize data and knowledge on one platform, delivering the right insights at the right moment to enhance workflows.

ONE PLATFORM.
COMPLETE AUTOMATION.

Automate customer service by orchestrating workflows, agents, and data in one AI-powered platform, driving efficiency, productivity, and seamless operations at every touchpoint.

LEADING THE FUTURE OF AI-POWERED EXPERIENCES

Empower efficiency with intelligent WORKFLOWS

• Design end-to-end workflows across every customer service role.

• Build seamless connections between customer service and back-office teams.

• Operate with self-optimizing workflows powered by AI-memory.

Empower productivity with advanced AGENTS

• Design experiences where AI and human agents collaborate.

• Build AI agents quickly based on historical interaction data for improved results.

• Operate with high productivity using specialized AI copilots for all service roles.

Empower trust with KNOWLEDGE

• Design automation with all your Data, Knowledge, and AI models in one place.

• Build protection for your data & brand with robust access controls and guardrails.

• Operate smarter services by injecting contextual insights into workflows.

ACHIEVE IT ALL WITH NICE
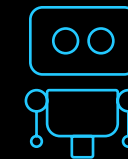
Workforce Augmentation
Empower agents with AI copilots for real-time support and enhanced productivity.

Smart Orchestration
Align human and AI agents for smooth, coordinated service delivery.

End-to-End Automation
Automate entire workflows to ensure faster resolutions and consistent service.

Ready to get started?

Speak to an Expert!