NICE · CXone

CXone Mpower Proactive AI Agent

Anticipate customer needs before they arise

> Learn more

> Talk to a specialist
> 1-866-965-7227

> Contact us

CXone Mpower Proactive AI Agent anticipates customer needs before they arise, navigates complex journeys, and delivers AI-powered, fully automated experiences for 90%+ of interactions. Unlike typical AI-powered virtual agents that have limited proactive capabilities and rely on handoff to a human agent for resolution, Proactive AI Agent preemptively engages all relevant customers in long-duration conversations across every industry sector, escalating to human agents only when necessary. With over 30 use cases available out-of-the-box, Proactive AI Agent is integrated into CXone Mpower, the industry leading CX platform, for faster implementation and time to value without siloes or disparate workflows, providing a seamless and complete experience.

TRUE, DEDICATED PROACTIVITY
Intelligent and targeted customer outreach

- Engages each customer in a single, continuous conversation throughout their journey
- Enables customers to share their needs effortlessly, without requiring a call or channel switch
- Removes assumptions, saving time and effort by understanding customer needs directly
- Aligns customer context and business objectives for seamless engagement

MULTI-CHANNEL ENGAGEMENT, MULTI-INDUSTRY EXPERTISE
ROI at scale

- Applies conversation guardrails that prevent excessive or miscommunication
- Reduces customer effort by meeting them on their channel of choice
- Improves CSAT with industry-specific use cases
- Collects and formats data to automatically feed back into client systems, keeping customer records fully up-to-date

FULL DYNAMIC JOURNEY AUTOMATION
Across days, weeks, months, or years

- Automates 90%+ of conversations, eliminating incremental inbound traffic
- Automates multi-channel journeys, including extended interactions lasting months or years
- Facilitates intelligent handoffs to human agents when needed, for high-value activities
- Extracts intents from each customer response and drives the conversation according to business workflows
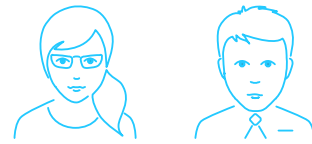
Proactive engagement across any industry, any channel.

Customers

Integrated Workforce Engagement

Healthcare

Financial Services

Government

Education

Security

Those who engage with an AI Agent

SMS & RCS

Voice

E-mail

Webform

Social & Mobile Apps
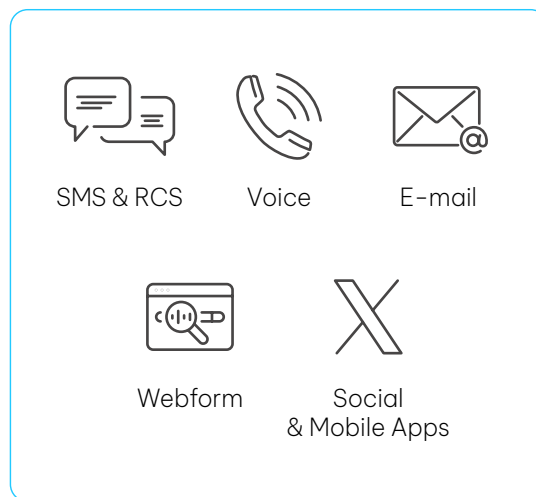
90%
Complete their journey without a human agent
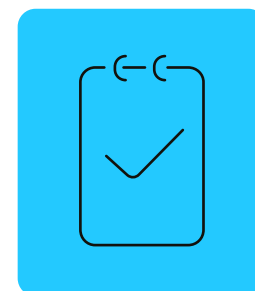
TELCO AND SERVICE PROVIDER

- Appointment Agent
- Billing & Collections Agent
- Churn Reduction Agent
- Early Life Management Agent
- Migrations Control Agent
- Post-Appointment Agent
- Outage Management Agent

HEALTHCARE

- Appointment Agent
- Transportation Services Agent
- Medical Equipment Supply Coordination Agent
- Education & Prevention Agent
- Enrollment Agent

FINANCIAL SERVICES

- Billing & Collections Agent
- Credit Card Activation Agent
- Loan Application Agent

GOVERNMENT

- SNAP/TANF/EBT Enrolment & Renewal Agent
- Medicaid Enrolment & Renewal Agent
- Disability Management Agent

EDUCATION

- Student Application Agent
- Student Enrolment Agent
- Student Management Agent

SECURITY

- Alarm Control Agent
- Incident Control Agent

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

Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

Visit nice.com

Contact us
www.nice.com/contact-us

NICE
Make experiences *flow*