



CXone Mpower Copilot for Supervisors

A Walkthrough Guide to Key Copilot Capabilities

Dear Supervisor Superhero,

Are you ready to ascend from hero to legend?

You've always wielded your supervisor superpowers, but with AI-powered CXone Mpower Copilot for Supervisors, you're about to reach a whole new level of strategic mastery.

Copilot for Supervisors empowers you to **step into a more impactful role within your organization**, infusing generative AI powered insights, predictions, and

recommendations into your daily work, and enhancing your focus where it matters most.

With critical context into real-time issues and seamless data access with conversational inquiries, you'll become the strategic leader you always wished you had and an unstoppable force in your organization's CX.

Let's explore how these capabilities can elevate your role to provide **targeted** and **enhanced** assistance, while fitting seamlessly into your packed schedule!

Augmentations, Activated:

Targeted and Enhanced Assistance



Boost supervisor focus



Uncover team's KPI risks and trends



Seamlessly access data



Unlock supervisor impact opportunities



Boost supervisor focus



Uncover team's KPI risks and trends



Seamlessly access data

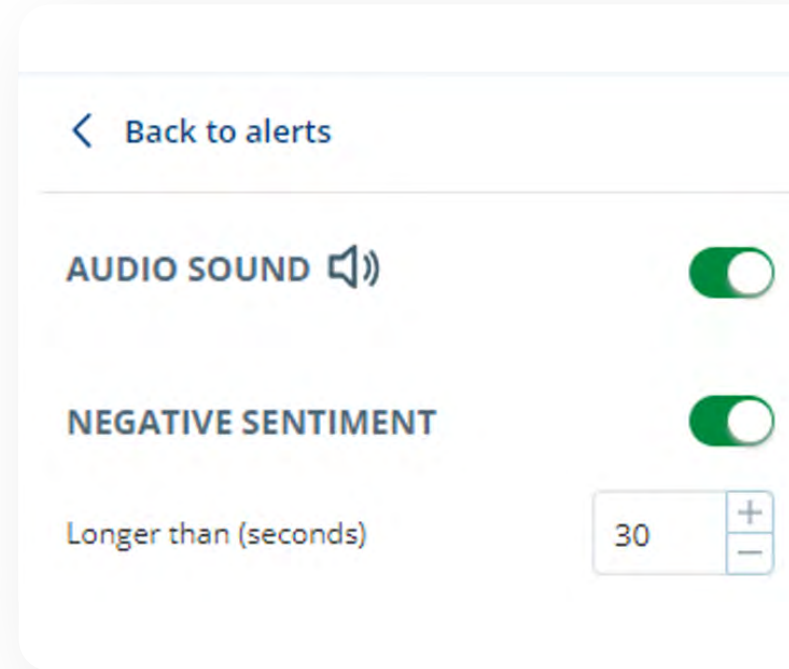


Unlock supervisor impact opportunities

01

AI-Powered Alerts

Identify real-time risks based on interaction content, empowered by insights and context into these critical issues to **boost supervisor focus** and effectiveness.



Receive alerts on interactions which are currently lingering in **negative sentiment**.

Supported for both Voice & Digital channels.



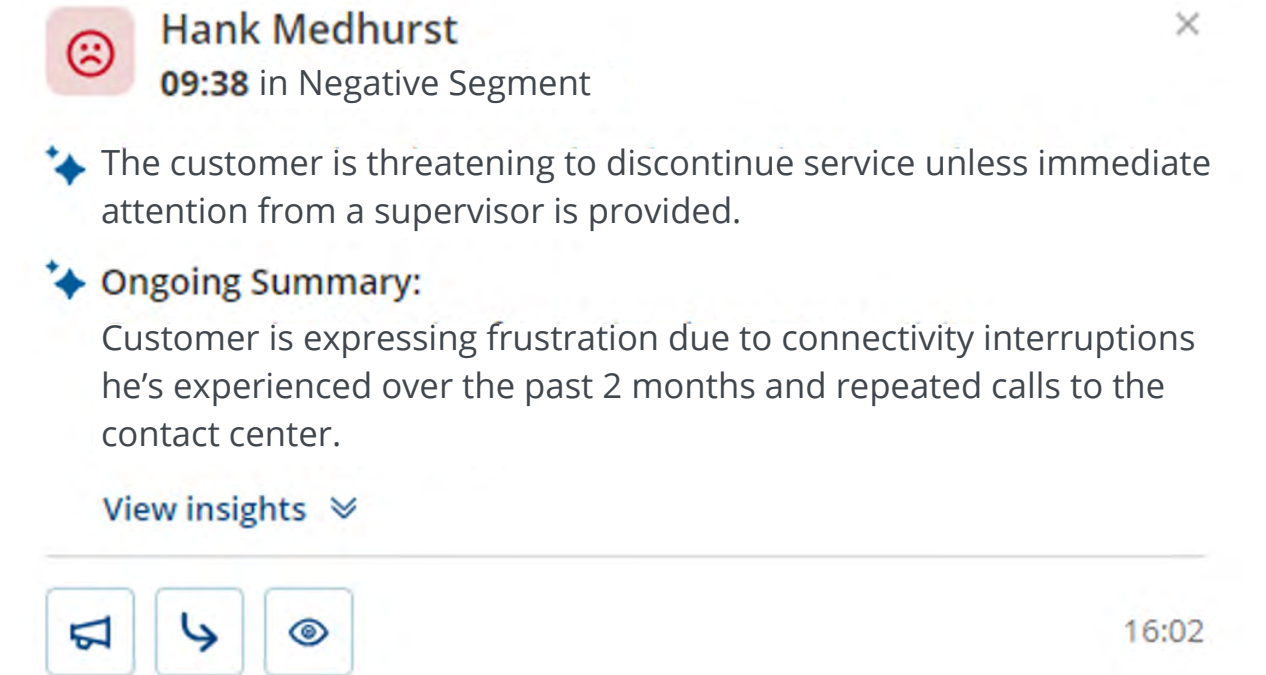
Adjust the threshold to the right sensitivity: low enough to catch alerts, but high enough to avoid excessive notifications.

URGENT ASSIST

Urgent Assist alerts predict when a supervisor is needed on the call.



Patented Enlighten AI model.



With full context behind all alerts, you're empowered to deliver enhanced real-time support. Understand **negative sentiment reasons** and the **contact summary** for each alert.





Boost supervisor focus



Uncover team's KPI risks and trends



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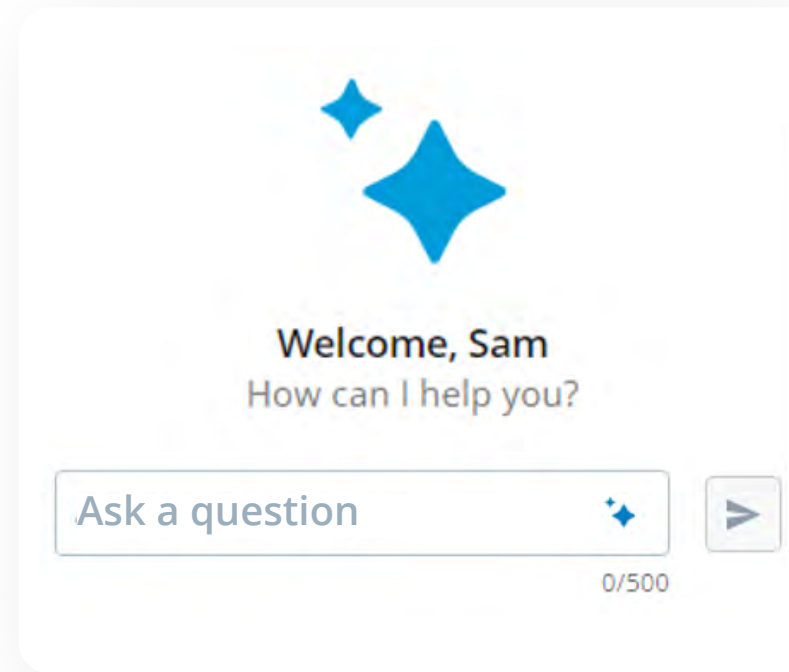


Unlock supervisor impact opportunities

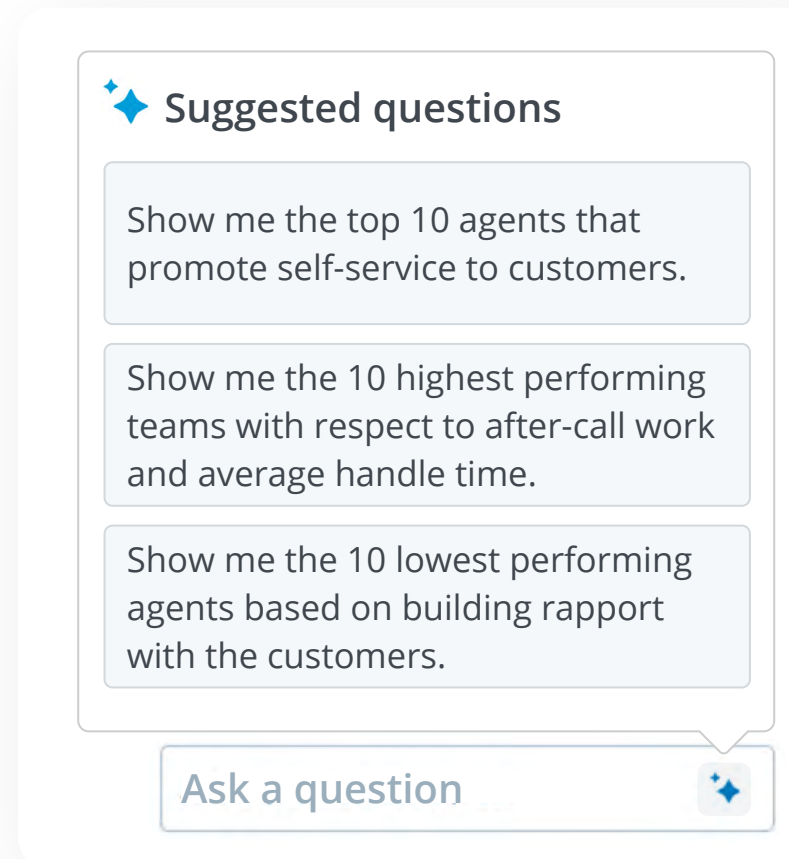
02

Conversational Inquiries

Effortlessly request data using natural language and receive GenAI-powered insights that highlight the most important takeaways to focus your attention.



Type in any question or request data in a conversational-style chat prompt. Supported data entities are documented on Online Help.



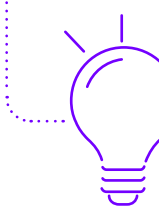
Use the suggested questions to help you get started.

Here's what I found for you,

AGENT NAME	AVG BUILD RAPPORT SCORE
Hank Medhurst	5
Kriti Singh	5
Prabha Ahire	8
Amy Woods	8
Jodi Hill	10

Based on the provided data, Hank Medhurst and Kriti Singh have significantly lower scores than their peers when it comes to building rapport with customers. With additional context, supervisors can draw definitive conclusions about agent performance. This highlights key opportunities for targeted coaching and improvement.

Copilot promptly returns the requested data, along with derived insights, to save time and provide further focus.



Seamless data access eliminates manual reporting and empowers supervisors with strategic insights to drive impactful decisions.



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Seamlessly access data

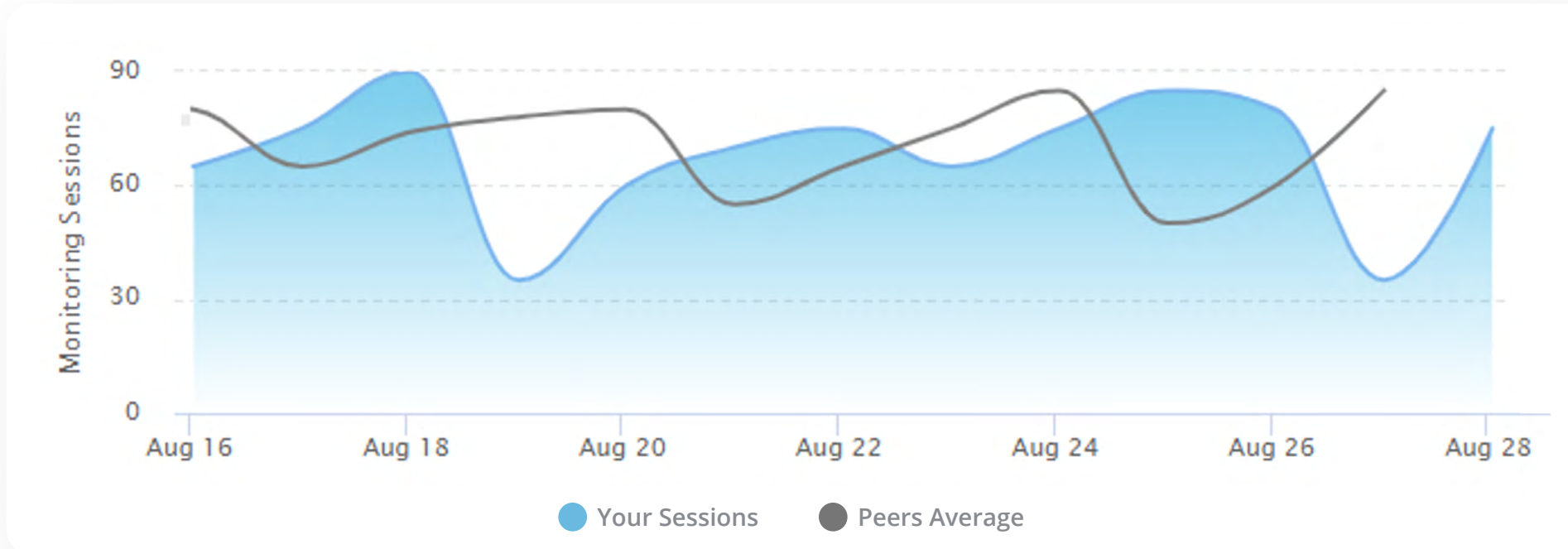


Unlock supervisor impact opportunities

03

Insights Workspace

Unprecedented visibility into supervisor's impact & performance and key insights to further drive agent performance.



Monitoring Frequency quantifies the supervisor monitoring sessions, comparing them to peer averages to provide valuable insights into your supervisory efforts.

Monitoring Frequency

You monitored **30 hours more** Than the average of your peers. < 3/4 >



Side-by-side visual comparisons enables at-a-glance insights.



Beyond data visualization, gain key insights and takeaways.



Intervention Impact

Last week, **35% of improved contacts** Were from live monitoring and **28%** from alerts. < 4/4 >

Track changes in sentiment following supervisory intervention sessions (coach & join) to shed light on effectiveness in improving agent performance.