YOU ASKED, WE'RE ANSWERING:
CXone Mpower Copilot for Supervisors FAQ

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CXone Mpower

Welcome to our comprehensive FAQ for CXone Mpower Copilot for Supervisors!

You've asked insightful questions, and we're here to provide clear, detailed answers. This powerful AI-driven tool is designed to enhance supervisor capabilities, improve agent performance, streamline customer interactions, and upskill the supervisor towards a more strategic role in the contact center.

Whether you're curious about data privacy, key features, implementation, or customization options, we've compiled responses to the most common inquiries to help you understand how Copilot can revolutionize your contact center operations. Dive into these FAQs to discover how this innovative solution can empower your supervisors with real-time insights, proactive guidance, and intelligent decision-making support.

Let's explore the future of contact center management together!

CXone Mpower Copilot
for Supervisors FAQs

Functionality and Features

Can Copilot generate real-time reports for supervisors?

Copilot for Supervisors introduces a Conversational Data Inquiries panel, where supervisors can ask for data about their teams, agents or skills, in a conversational manner. It provides seamless data access which is generated on-the-fly, outside of traditional reporting tool constraints.

How does Copilot for Supervisors handle critical interactions, especially based on tone of voice?

Our AI models can detect negative sentiments based on the customer's tone of voice and words spoken. Copilot for Supervisors assists with critical interactions through two types of notifications: Negative Sentiment and Urgent Assist. The former can be configured according to the user's customized duration threshold, and the latter will be triggered when immediate attention is needed on the call. These critical alerts will be sent to the supervisor, along with additional context, including the reason for the negative sentiment, an ongoing summary of the interaction, and previous customer interactions, so the supervisor can assist the agent in no time.

What are the key features of Copilot for Supervisors?

Copilot for Supervisors introduces value that can be classified into two main categories: the first is around helping supervisors better cope with real-time complexities, and the second focuses on elevating the supervisor's role with a more strategic overview of their agents.

Examples of real-time features include:

Negative Sentiment alert, triggered when a negative sentiment is identified during an interaction; Urgent Assist alert, issued when the immediate attention of the supervisor is needed in an interaction; and additional context and insights behind Agent State alerts, which are triggered once the state of an agent exceeds the defined threshold. All of these alerts come with AI insights that provide supervisors with all the context they need to immediately tackle such issues, such as the reason for the negative sentiment, a summary of the interaction, or details of the behavior of the agent.

Examples of features that elevate supervisors to strategic players in the organization include:

Conversational Inquiries, which give supervisors seamless data access, allowing them to ask the Copilot questions and get an immediate response, complete with graphs, analysis and recommended actions; Copilot for Supervisors, which also provides a unique Insights Workspace page—a dedicated AI-driven desk that highlights trends, patterns and insights about their agents, KPIs and even their own effectiveness and impact as supervisors.

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Implementation and Availability

Is Copilot for Supervisors available now? What steps are needed to enable it?

Yes, it is! Currently in controlled release, it will become generally available in Release 24.4. It is also available as an add-on to the Copilot for Agents solution. Please contact your NICE account representative to learn more about the offering and request to be part of the controlled release.

What is the time frame for implementing Copilot in our system?

Implementing Copilot, which includes solutions for both agents and for supervisors, takes a minimum of 4 weeks.

Integration and Compatibility

How does Copilot integrate with existing supervisor workflows and systems?

Seamlessly! It enhances existing supervisor workflows with AI-driven insight—for example, enriching existing in-app alerts with additional insights to drive better context behind emerging issues. Copilot is fully and seamlessly integrated into the core CXone Supervisor product, taking the solution into the era of AI-zation.

Is Copilot compatible with diverse communication channels, such as phone calls, emails, and live chat?

The vision of Copilot is to seamlessly support both traditional voice channels and digital channels, with most capabilities already doing so, and others, such as Urgent Assist Alert, on the way.

Customization and Adaptability

Can supervisors create, customize, and save their own prompts? Can these prompts be shared with other teams?

Supervisors can create and customize their own prompts, effortlessly gaining unprecedented data access to all supported information. The list of accessible data points, which can be found in our online help documentation pages, is gradually expanding with each release. Sharing queries with other teams and saving favorite prompts are both features of our roadmap going forward.

How many languages does Copilot support?

Currently US English, International English and Brazilian Portuguese are supported. Additional languages will gradually be introduced.

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Performance and Learning

How will the tool learn and grow over time? Is it self-learning or does it need to be fed information?

Copilot enhances its own performance based on several sources, including self-learning mechanisms, feedback loops with users in the form of helpful / not helpful indications, and also via a unique reverse-prompting concept which detects areas of improvement and proactively requests guidance from skilled humans, like supervisors.

Can past interaction data be fed into the AI tool before launching, to improve its performance?

Copilot features leverage the entire context of all your historic interactions made within the CXone platform. The more data you have, i.e. the longer you've been using CXone, the more accurate the solution will become.

Licensing and Costs

Is there a separate licensing fee for Copilot for Supervisors?

Yes, there is a separate license and fee for Copilot for Supervisors, available as an add-on to CXone Mpower Copilot for Agents. Please contact your NICE account representative to learn more about the offering and its available promotions.

Are there additional costs for enabling certain features?

With the Copilot for Supervisors license, you will have full access to all its features and capabilities.

User Experience and Support

Will there be resources to help us better understand Copilot and how to use it effectively?

Of course. There will be plenty of self-learning materials, dedicated webinars and online documentation to help you maximize your understanding and usage of the product. As always, your NICE account representatives are available to assist with any questions or challenges you may encounter during product adoption.

What type of reporting and analytics features are available for supervisors?

Copilot for Supervisors introduces a brand-new concept around reporting and analytics. With the new Insights Workspace page, supervisors will have a complete strategic overview like never before: AI-driven insights and recommendations, measurement of their own effectives and impact as supervisors, and tracking of their team's KPIs and performance.

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