

CXone Mpower Orchestrator

Intelligently automate front to back-office workflow processes across the enterprise.

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TRANSFORMING CUSTOMER SERVICE WITH AI-POWERED WORKFLOW ORCHESTRATION

NICE CXone Mpower Orchestrator is the first intelligent command center for customer service, analyzing, unifying, optimizing, and automating workflows across the entire enterprise. Orchestrator goes beyond traditional analytics or automation tools that create silos. Orchestrator provides real-time visibility, AI-powered insights, and end-to-end workflow orchestration—empowering organizations to streamline operations, reduce costs, and deliver exceptional customer experiences.

Remediating issues and expediting outcomes to exceed customers' expectations is difficult, especially when you're trying to connect the dots between data, applications, and cross-functional teams. Let's face it, if you have a broken process in shipping or billing, your front office can't overcome that issue and your brand suffers. What if your customer service workflows connected your front-office, mid-office and back-office instantly providing faster resolution?

For any organization, large or small, there are many systems and data integrations employed to handle workflows from inception to completion, such as CCaaS, ERP, logistics, ticketing, ordering, inventory management, CRM and more. Each of those systems plays an important role in executing tasks that make up workflow processes. As a leader in interaction management, NICE excels at handling complexities far beyond the contact center applying the same intelligence and automation that support seamless customer engagements to the execution of front, middle and back-office processes.

The NICE CXone Mpower platform continues to revolutionize customer experience (CX) by facilitating end-to-end workflow processing through Orchestrator. CXone Mpower is the powerhouse of mastering complex interactions, and Orchestrator is the command center expanding that proven expertise into managing workflows; breaking down silos unifying data and applications and ultimately - redefining CX.

INTELLIGENT PROCESS ANALYSIS

Increase visibility throughout your organization to proactively make change to drive cost efficiency.

- Gain real-time visibility into key metrics, including interaction volumes, customer effort scores, automation success rates, or any customized metric.
- Reduce collaboration gaps that slow workflows down by removing cross-functional obstacles and getting a complete view of end-to-end workflow tasks and processes.
- Leverage AI models that are purpose-built for CX to detect patterns and proactively identify optimization opportunities.
- By understanding when and how to enhance employee and bot performance, Orchestrator identifies the right knowledge assets and automation tools to optimize every service workflow.

BENEFITS

- Empowers non-technical users to implement workflow optimizations through conversational AI and no code tools.
- Elevate Customer Experience- Easily identify and remediate bottlenecks in workflows to align CX with customer needs and enhance issue resolution.
- Operational Efficiency- Alleviate frustration and reduce costs caused by siloed, disparate systems. Integrate workflows from your front office to back office while consistently and proactively improving every element of these tasks and processes, ensuring rapid, predictable and automated outcomes for all teams.
- Enhanced Outcomes through AI-Utilize predictive AI to drive efficiency in automating workflows, continuously improving service delivery.
- Real-Time Processing- Improve customer experience by optimizing workflows in real time, minimizing risk, and increasing service transparency.
- Comprehensive Touchpoint Analysis and Improvement -Ensure real-time oversight across all customer experiences. Orchestrator intelligently automates, manages and executes every step, enhancing the overall customer experience by integrating mid-office and back-office workflows.

SEAMLESS WORKFLOW ORCHESTRATION ACROSS THE ENTIRE ENTERPRISE

Orchestrator reduces handle time and ensures seamless service delivery.

- Unifies front, mid and back-office operations by connecting customer service workflows across the enterprise; unifying cross-functional departments, virtual and live agents, self-service, and third-party systems, eliminating silos
- Automates tasks end-to-end from initial customer inquiry from any entry point to resolution, reducing inefficiencies and manual task execution
- Proactively recommends optimizations with AI-driven insights that detects bottlenecks and suggest real-time workflow improvements
- Know the immediate impact of changes with advanced simulation capabilities that model results before implementation.

UNIFICATION FOR END-TO-END WORKFLOW EXECUTION

Generic process automation tools often neglect touchpoints that are necessary to complete an end-to-end analysis needed to drive improvement. As part of the CXone Mpower platform, Orchestrator brings significant AI capabilities that connect and learn with the multitude of applications that are part of your customer-service landscape. Orchestrator eliminates silos caused by disparate systems allowing the broad application landscape to seamlessly and efficiently execute workflows, from engagement to resolution.

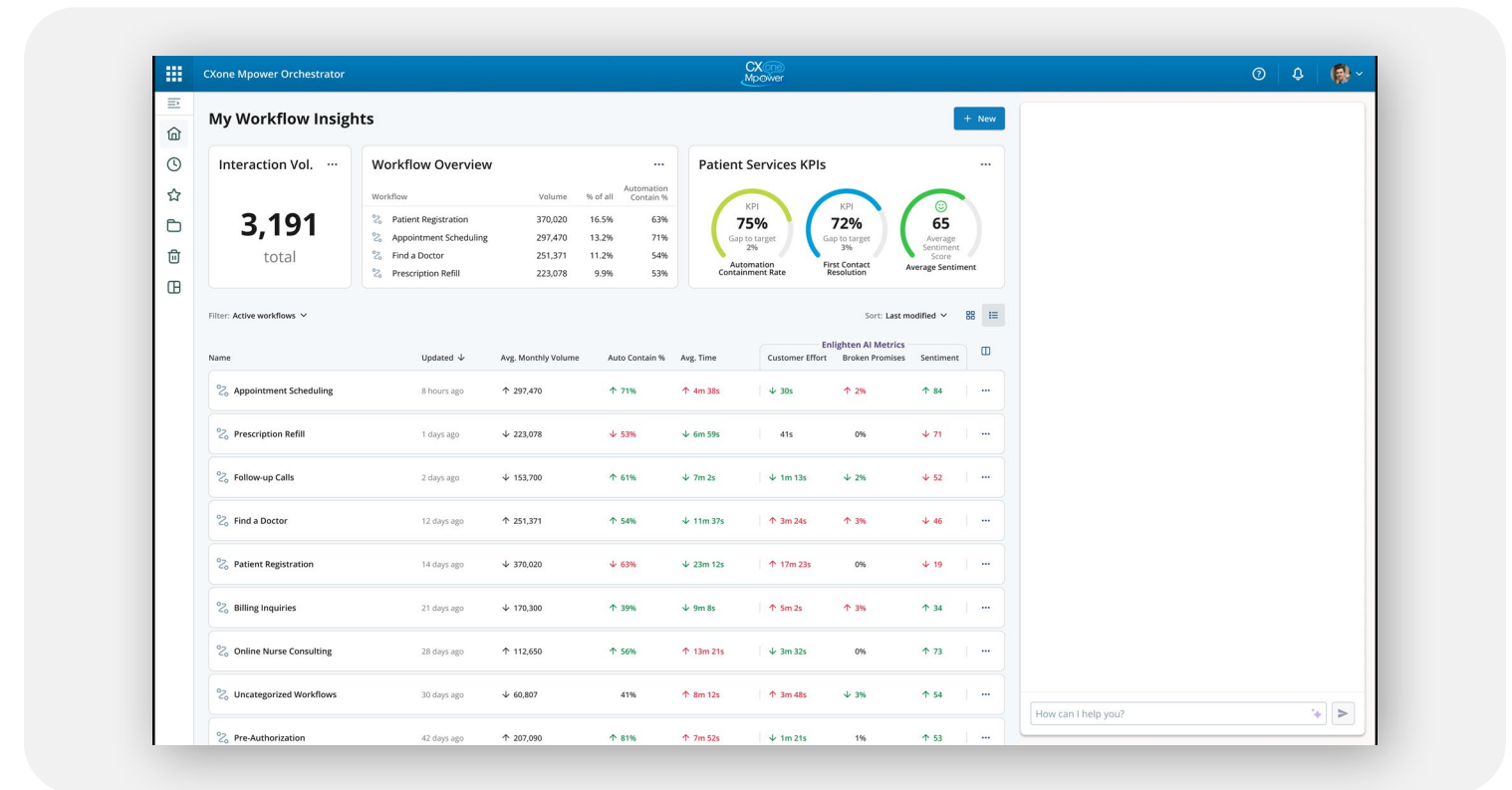
- Orchestrator integrates and automates workflows across the entire organization such as ERP, CRM, fulfillment, ticketing and more with a unified approach that simplifies operations and enhances efficiency.

- As a proven leader in managing complex interactions, CXone Mpower ensures seamless customer engagement. Orchestrator extends this expertise to the workflows that underpin every interaction ensuring no detail is overlooked from end-to-end.

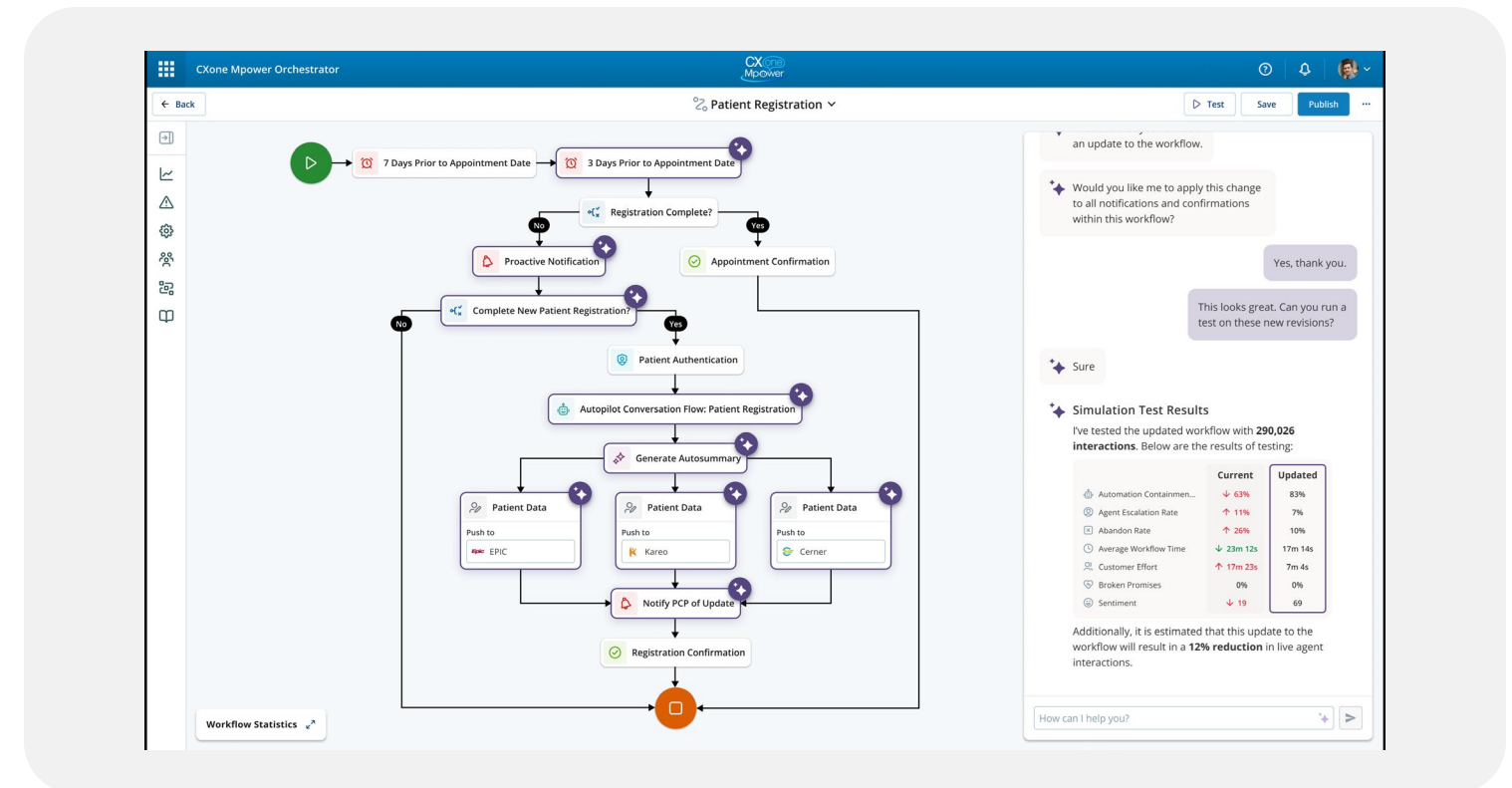
- Orchestrator leverages agentic AI to manage every aspect of all touchpoints and intents across the workflow, ensuring cohesive predictable and expedient execution of workflow processes that make up the larger customer-service discipline.

Orchestrator represents a transformative approach to customer-service workflow management, extending far beyond traditional contact center operations and is the only tool trained on CX data. By eliminating silos and seamlessly integrating workflows across the organization, we empower businesses to deliver exceptional, cohesive customer experiences. Embrace the future of CX with Orchestrator, where every touchpoint matters.

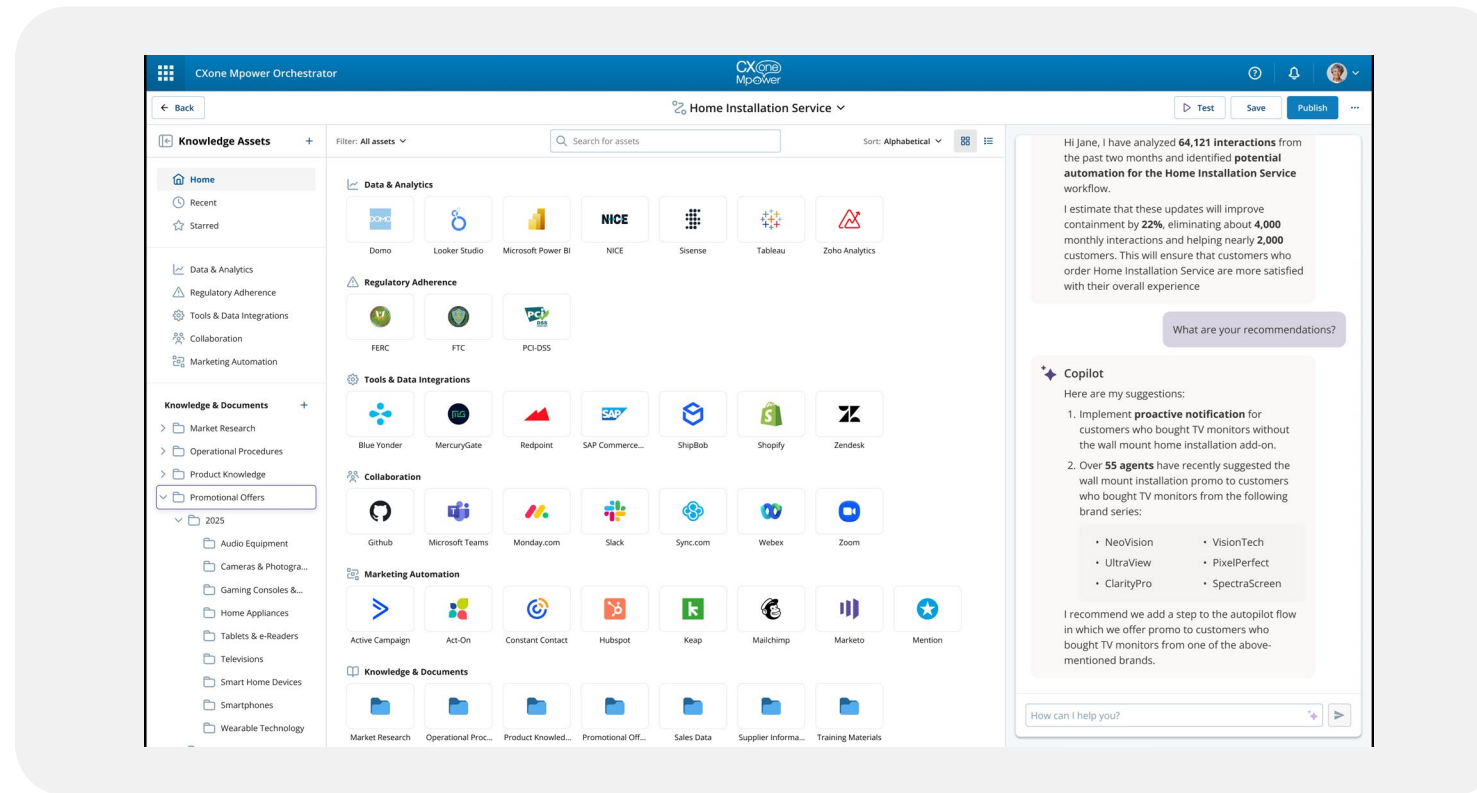
Orchestrator presents insights and metrics for workflow volumes, automation containment, and more.



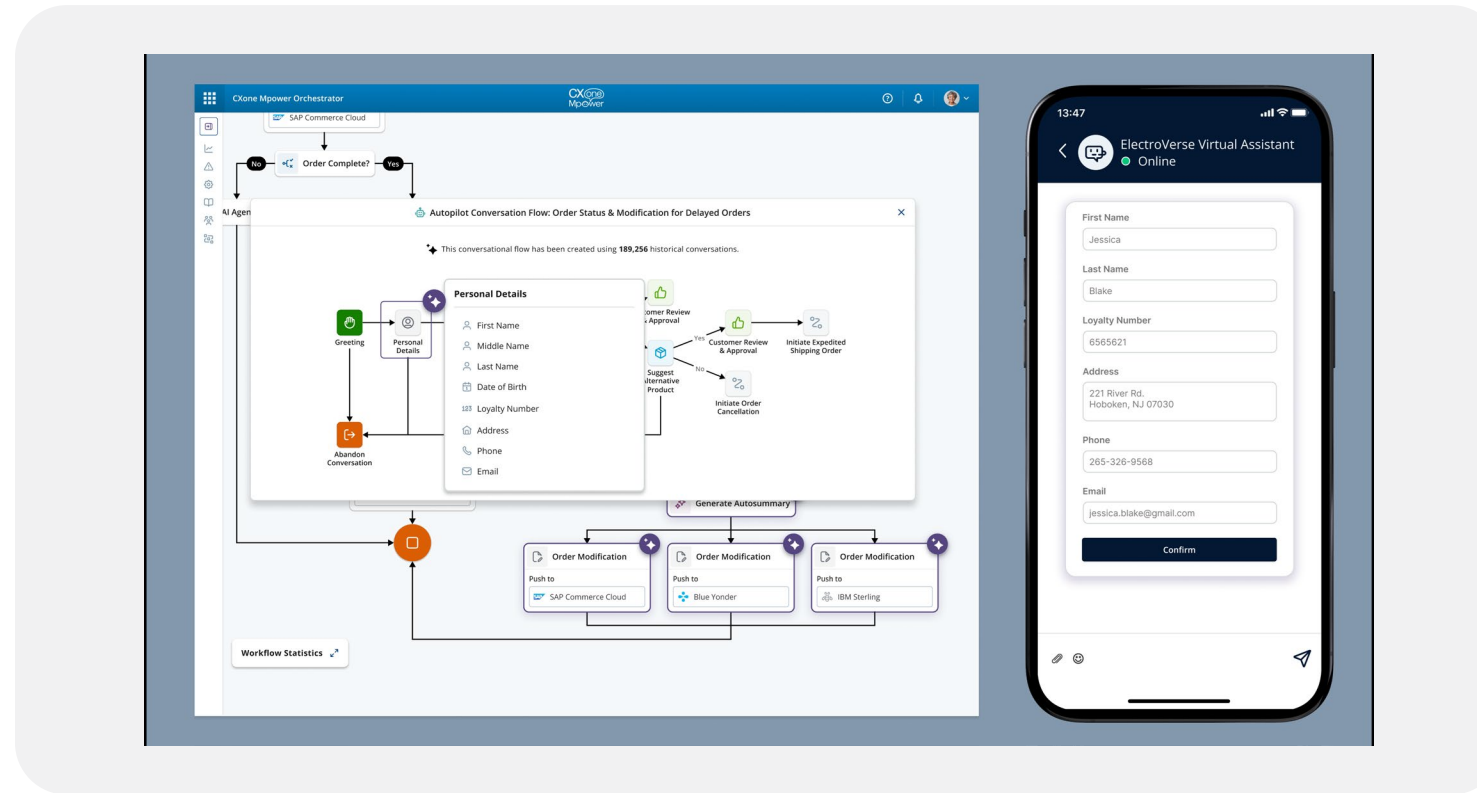
Orchestrator tests the suggested optimizations and uses predictive AI to see the expected impact on workflow KPIs.



Consolidates data, knowledge, and integrations in a single place with access control and automatic AI-driven optimization.



Automatically builds conversational flows based on the most successful historical conversational patterns and tasks.



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.

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