



CXone Mpower Copilot for Agents

Delivers proactive insights, expert knowledge, and AI-driven responses to empower agents in real time.

CXone Mpower Copilot for Agents is AI-powered assistance that enhances agent and customer experiences by actively listening alongside the agent during interactions to provide real-time, proactive suggestions. Copilot for Agents delivers relevant insight and brand knowledge in the form of accurate, conversational responses and suggests next-best actions that agents can immediately leverage, allowing them to offload and automate routine tasks and reduce handle time.

Copilot for Agents identifies customer sentiment, helping the agent navigate every interaction seamlessly and improve customer satisfaction. Copilot for Agents automatically generates real-time, transfer, and final interaction summaries, enabling easier hand-off between human and AI agents, faster wrap-up time, and valuable insights for future interactions.

KNOWLEDGE FOR YOUR WORKFORCE

Insights tailored to the moment

- Support agents with timely, context-specific knowledge to streamline their workflows
- Leverage all knowledge and integrated tools to efficiently resolve issues
- Guide interactions to complete resolutions with customer sentiment insights

SUPER-HUMAN AGENTS

The ultimate agent upgrade

- Provide agents with a central, AI-driven workspace so they can tackle every task with excellence
- Make every CX employee an informed, guided, and powerful super-employee from day one
- Promote efficient work with advanced AI that augments agent tasks

LESS BUSY WORK, MORE BREAKTHROUGHS

Automate and augment to help agents shine

- Offload repetitive tasks and increase agent capacity to handle high-value, human-led interactions
- Capture customer details to smooth transitions between AI agents and human agents
- Enable agents to engage, respond, and wrap-up interactions faster and more accurately with various summary types



- > [Learn more](#)
- > [Talk to a specialist](#)
1-866-965-7227
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FEATURES

- Centralized AI-powered assistance
- Automatic real-time, transfer, and final summaries
- Next-best statements leveraging knowledge with context
- Access to full context: intent, sentiment, history
- Seamless automation of specific processes and tasks for agents and customers
- Available across voice and digital channels

BENEFITS

- Accelerate new hire time to proficiency
- Increase agent efficiency and accuracy
- Offload agents' repetitive tasks
- Improve agent job satisfaction and engagement
- Boost agent and customer satisfaction

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.

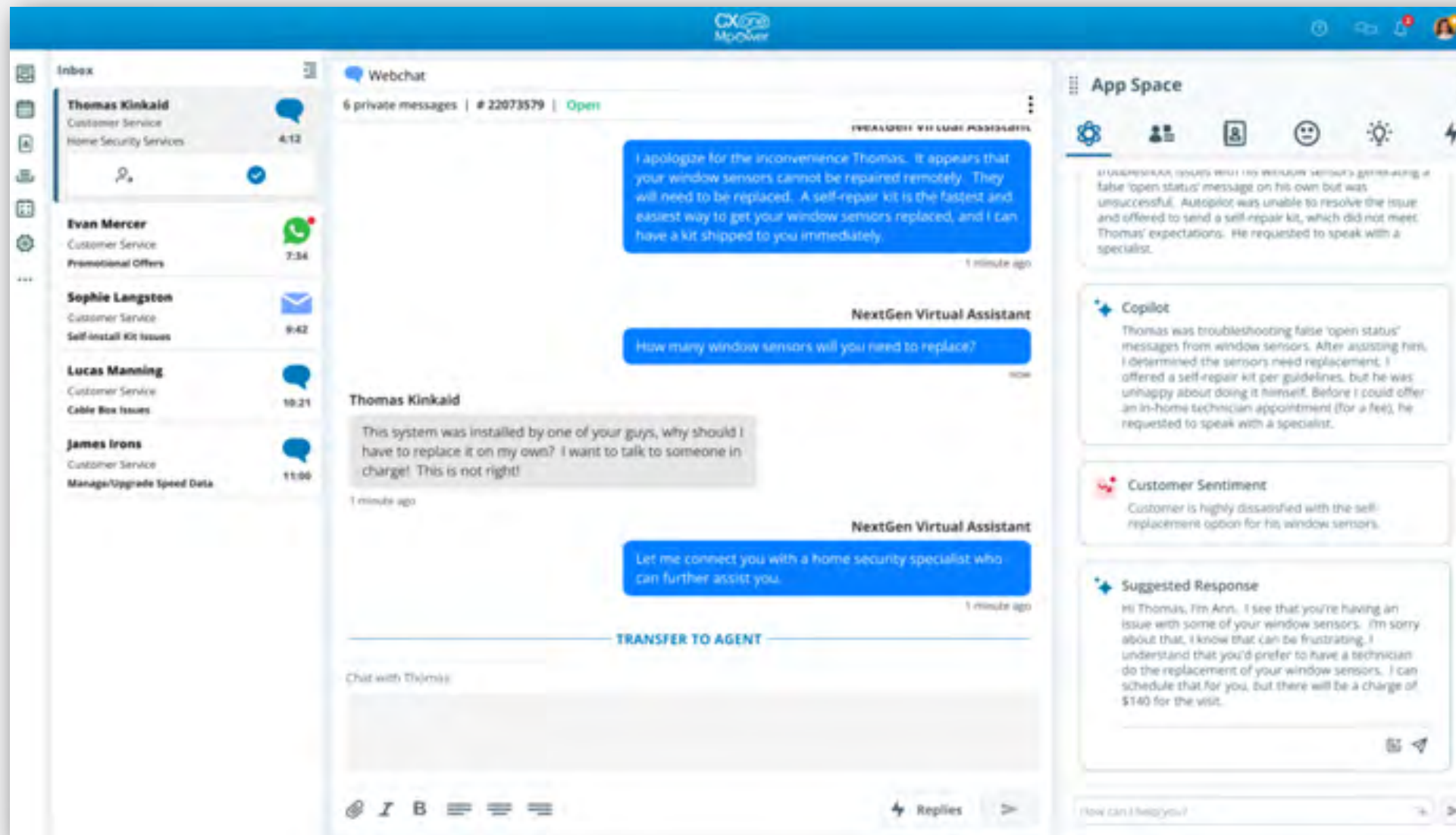
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CXone Mpower Copilot for Agents assists agent with knowledge and information personalized to each specific customer interaction