

NiCE Copilot for Agents

Help agents do their best work

Give agents real-time, proactive suggestions during interactions with NiCE Copilot for Agents. Deliver smoother customer experiences. Solve more issues in the first contact. Offload and automate routine tasks. Handle interactions more quickly.

Create an empowered world where real-time assistance helps agents do their best work.

Copilot for Agents identifies customer sentiment, helping the agent navigate every interaction seamlessly and improve customer satisfaction. Automatically generate realtime, transfer, and final interaction summaries, for 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.

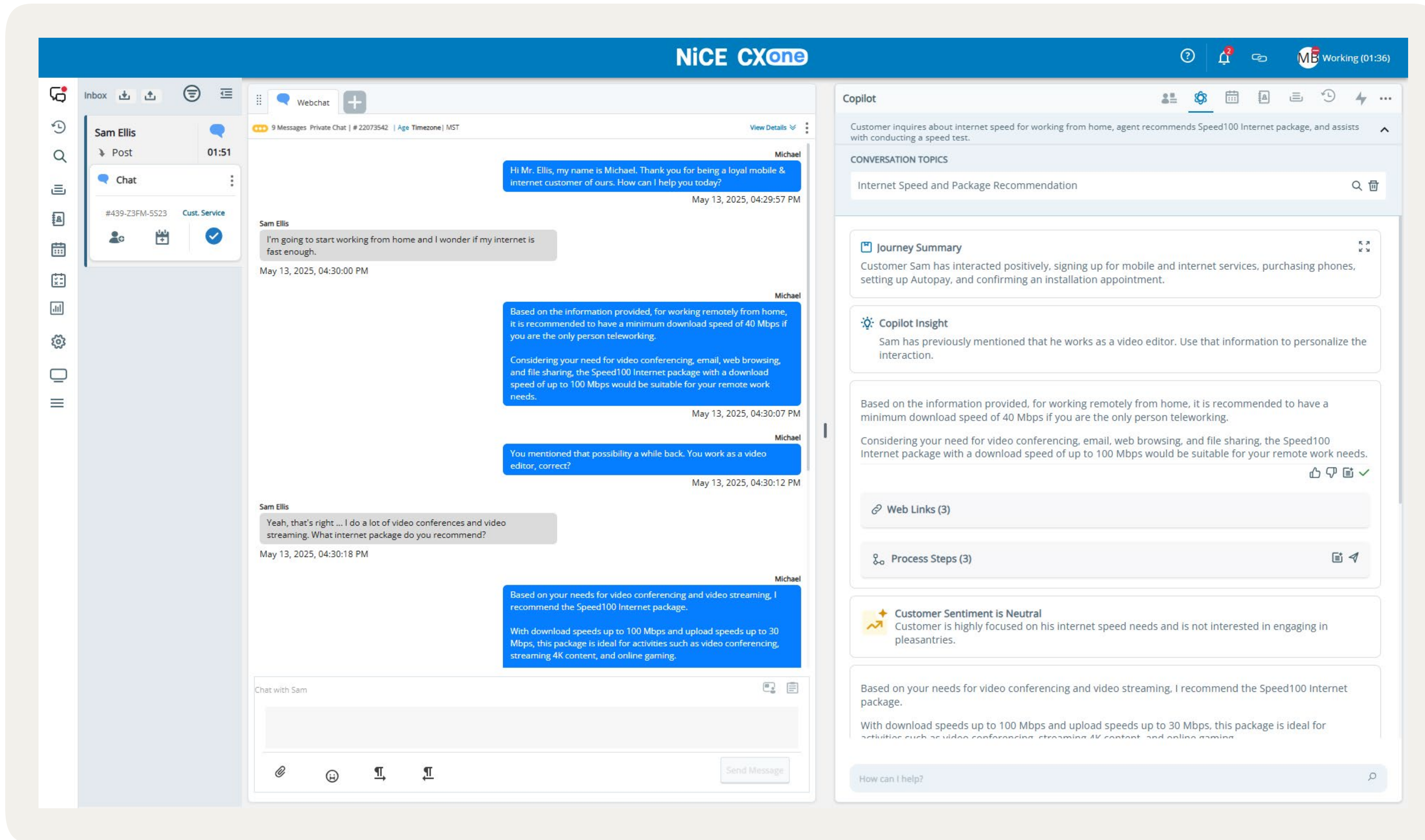


Benefits

- 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.

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.
- Engagement Hub integration for any ACD, enabling Copilot to work across third party systems without disruption.



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

NiCE

About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

www.nice.com

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