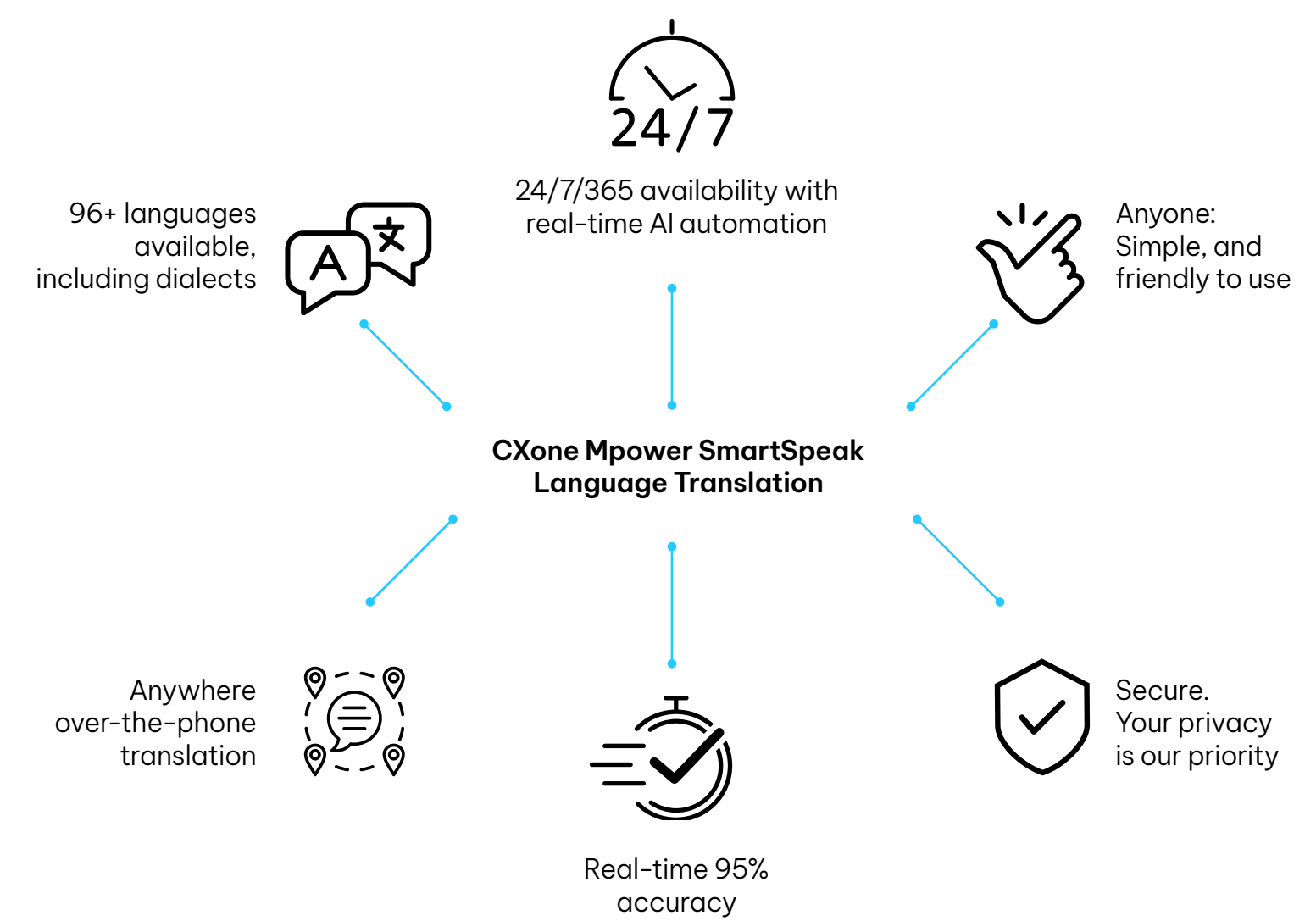


Introducing CXone Mpower SmartSpeak Language Translation

Our AI-powered speech-to-speech over-the-phone interpretation (OPI) solution for contact centers

Enhance the over-the-phone interpretation (OPI) experience in 96+ languages and dialects. Our consecutive interpretation AI technology is the easiest way to deliver a truly inclusive customer care experience.



Data Insights

- Average Call Duration
- Total Calls
- Utilized Languages

Key Features

- User Credential Levels
- Call Logs
- Transcript Formats: DOC, PDF, TXT, SRT
- Audio Recording Accessibility through the Portal

Increase Customer Satisfaction

Improve your CSAT and NPS scores by communicating with your customers in their native language. Eradicate potential misunderstandings and build customer confidence and long lasting loyalty.

Ease of Integration

SmartSpeak Language Translation is easily integrated into any existing telephony system. PSTN and SIP support meshes seamlessly with NICE Voice Services or other providers such as GenesysCloud, Asterisk, Avaya SBCe, Cisco CUCM/CUBE and more.

Scalable & Confidential

SmartSpeak Language Translation offers a scalable solution that adapts to your business's needs, whether you're making one call or thousands. Enjoy confidentiality as our AI-powered conversations remain private and secure, ensuring your business communications are always protected.

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.

www.nice.com

For the list of NICE trademarks, visit <http://www.nice.com/nice-trademarks>

