CXone Mpower

One AI platform
to automate
customer service

Welcome to the
Next generation of AI-Powered Customer Service

It's a new era. Move beyond traditional inbound customer service and create a NiCE world with AI-powered experiences. With CXone Mpower, you can deliver better, more efficient customer interactions at a lower cost—every time.

Guide every customer interaction—across channels, teams, and moments—so every experience feels effortless.
Start connecting front- and back-office workflows and bridge knowledge silos across teams. Combine and balance augmented human agents and AI agents to increase productivity.

Say goodbye to traditional, inflexible CCaaS platforms and point solutions. Get a comprehensive platform to design, build, and operate every element across every customer service journey. CXone Mpower provides the most complete suite of applications, an open framework, and Enlighten—AI trained on the industry's largest labeled and validated CX dataset.

Ready to see what CXone Mpower can do for you? Keep reading.

Everything works smarter together.

Workflows
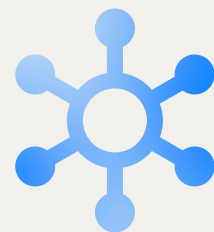Gain efficiency with intelligent workflows

Agents
Boost productivity with advanced agents

Knowledge
Build trust with unified knowledge

Gain efficiency with
Intelligent workflows

A lot of tasks and processes go into each customer interaction. From intent to fulfillment and across your front- and back-office, your workflow efficiency can make or break your CX.

Design, build, and operate end-to-end workflows to streamline every step of customer service, boosting efficiency of operations and agents. Workflow automation includes proactive notifications, routing inquiries and work items to the appropriate touchpoints, managing resolutions across channels, service escalations, feedback collection, and more.

- Achieve full visibility into customer service workflows with AIdriven performance optimization.
- Reduce manual work and ensure uniform responses and service delivery across all channels with workflow automation.
- Automate workflows across all roles, ensuring consistent connections between customer-facing and mid- and backoffice teams.

Seamless, connected, personal

That's NiCE!

Boost productivity with
advanced agents

Manage your human and AI agents in one platform.

With CXone Mpower, AI agents collaborate with human agents by handling repetitive tasks, freeing up time for human-driven problem-solving. This dynamic combination of human and AI agents ensures faster resolutions, reduced workload, and consistently exceptional customer service.

Give human agents and supervisors their own AI copilots to enhance their efficiency and effectiveness. Agents receive real-time guidance, automated coaching, and contextual recommendations, helping them resolve complex customer needs with confidence.

- Design seamless experiences where human and AI agents collaborate and learn from each other to improve service outcomes.

- Quickly build sophisticated AI agents using platform data and historical interactions for accurate and rapid deployment.

- Empower employees with specialized AI copilots that enhance performance, providing real-time support for all customer service roles.

Build trust with
unified knowledge

Knowledge is the backbone of effective customer service. leveraging centralized and AI-enhanced Use centralized and AI-enhanced information to empower agents and customers to answer questions faster.

CXone Mpower functionsas as a dynamic repository of resources, offering real-time access to accurate, contextual data. By leveraging enterprise-wide knowledge optimization, your organization will deliver accurate, contextual, and timely information for every workflow and every interaction.

- Centralize data, knowledge and AI models on one platform, enabling seamless automation design and consistent information management across your entire organization.

- Implement robust security measures with customized access controls and tight guardrails, safeguarding your brand by ensuring AI agents interact only with appropriate, approved content.

- Ensure speed and accuracy of resolution with unified enterprise knowledge accessible to agents, employees, and customers.
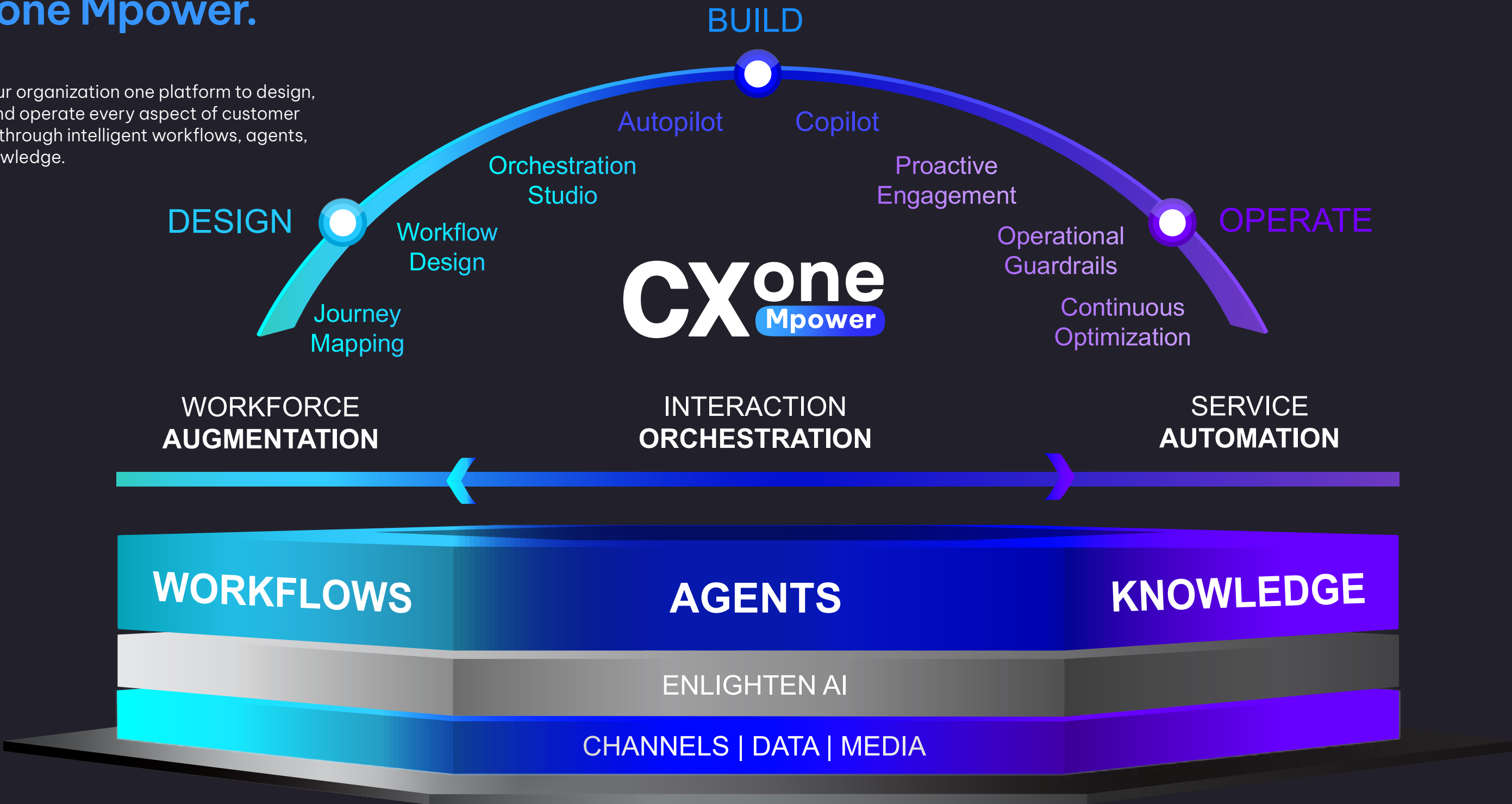
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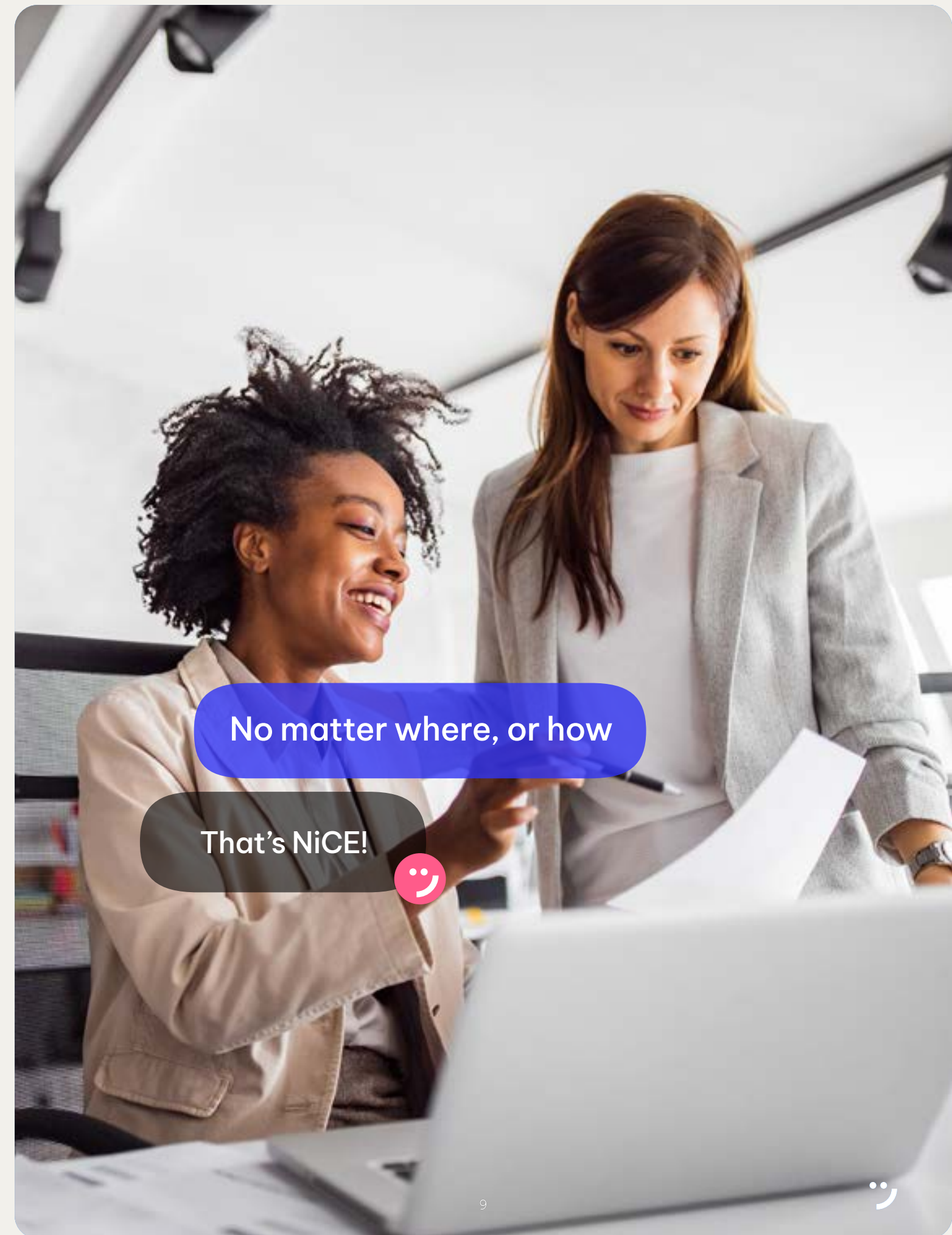
No matter where, or how

That's NiCE!

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Achieve it all with CXone Mpower.

Give your organization one platform to design, build, and operate every aspect of customer service through intelligent workflows, agents, and knowledge.

BUILD

Autopilot   Copilot

Orchestration
Studio

Proactive
Engagement

DESIGN

Workflow
Design

Operational
Guardrails

OPERATE

Journey
Mapping

CX**one**
Mpower

Continuous
Optimization

WORKFORCE
AUGMENTATION

INTERACTION
ORCHESTRATION

SERVICE
AUTOMATION

WORKFLOWS   **AGENTS**   **KNOWLEDGE**

ENLIGHTEN AI

CHANNELS | DATA | MEDIA

One AI Platform. Complete Customer Service Automation.

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.

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