CXone Mpower Autopilot

Resolve more self-service interactions the first time and improve CSAT.

Build self-service automation that actually works with CXone Mpower Autopilot. It's a purpose-built self-service AI Agent that analyzes all your customer conversations to identify top customer needs and prioritize conversations by ROI. Then, it uses your best agent interactions to model ideal bot flows and deploys them for you—no guesswork, no manual coding.

Autopilot gives your customers a frictionless, conversational experience when and where they look for assistance—over voice or digital channels. The result? Fewer repetitive tasks for your human agents—and more time to focus on higher-touch, higher-value interactions.

Understand complex customer needs
AI that understands customers like a human—better containment, more accurate resolution

- **Identifies** customer intents with multiple hierarchies using AI models trained on the largest labeled and validated CX-specific conversational dataset
- **Prioritizes** and displays intents by KPI – including by sentiment, ROI, duration, automation score, and volume
- **Simplifies** complex data analysis to build smarter, more efficient self-service faster

Easily deploy new bot flows
No-code automation means faster time-to-value

- Purpose-built AI **identifies** the paths human agents take to progress conversations from intent identification to resolution
- **Creates and deploys** optimal workflows directly without manual coding
- **Shortens** time-to-value, **eliminates** guesswork, and **reduces** risk of bot failure

Give customers what want on their terms—faster
Better customer experience create loyal customers

- Seamless **conversational experiences** with natural language understanding, context switching, and back-jumping
- **Automates** end-to-end workflows to see customer needs through to complete resolution
- **Meets** customers on their channel of choice—voice or digital—for immediate help when and where they are looking for it

Benefits
- Decrease costs for human-assisted channels
- Increase first-contact resolution (FCR)
- Streamline your customer journey
- Improve self-service success
- Increase customer satisfaction and loyalty

Key features
- Leverages out-of-the-box AI models to continually optimize self-service
- Connects to back-office systems to fully resolve customer needs
- Accesses enterprise-grade, secure, brand-specific company knowledge to answer FAQs
- Adheres to brand and business goals

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