

# CXone Mpower Desk

Keep your customer at the center of every interaction.

CXone Mpower Desk centralizes customer data and interactions in a single, customizable workspace—right on the agent desktop. It delivers robust ticketing, lead management, scripting, and workflow capabilities. By connecting front- and back-office operations, it empowers agents, boosts efficiency, and elevates the customer experience.



## Made for contact centers

Simplify interactions with efficient communication, personalized service, optimized workflows, detailed analytics, and seamless integration—driving higher customer satisfaction and improved business performance.

## Improves agent and customer experience

Empower agents with a unified desktop that seamlessly brings together all their essential tools—boosted by smart automation and AI-driven assistance—so they can deliver outstanding service effortlessly.

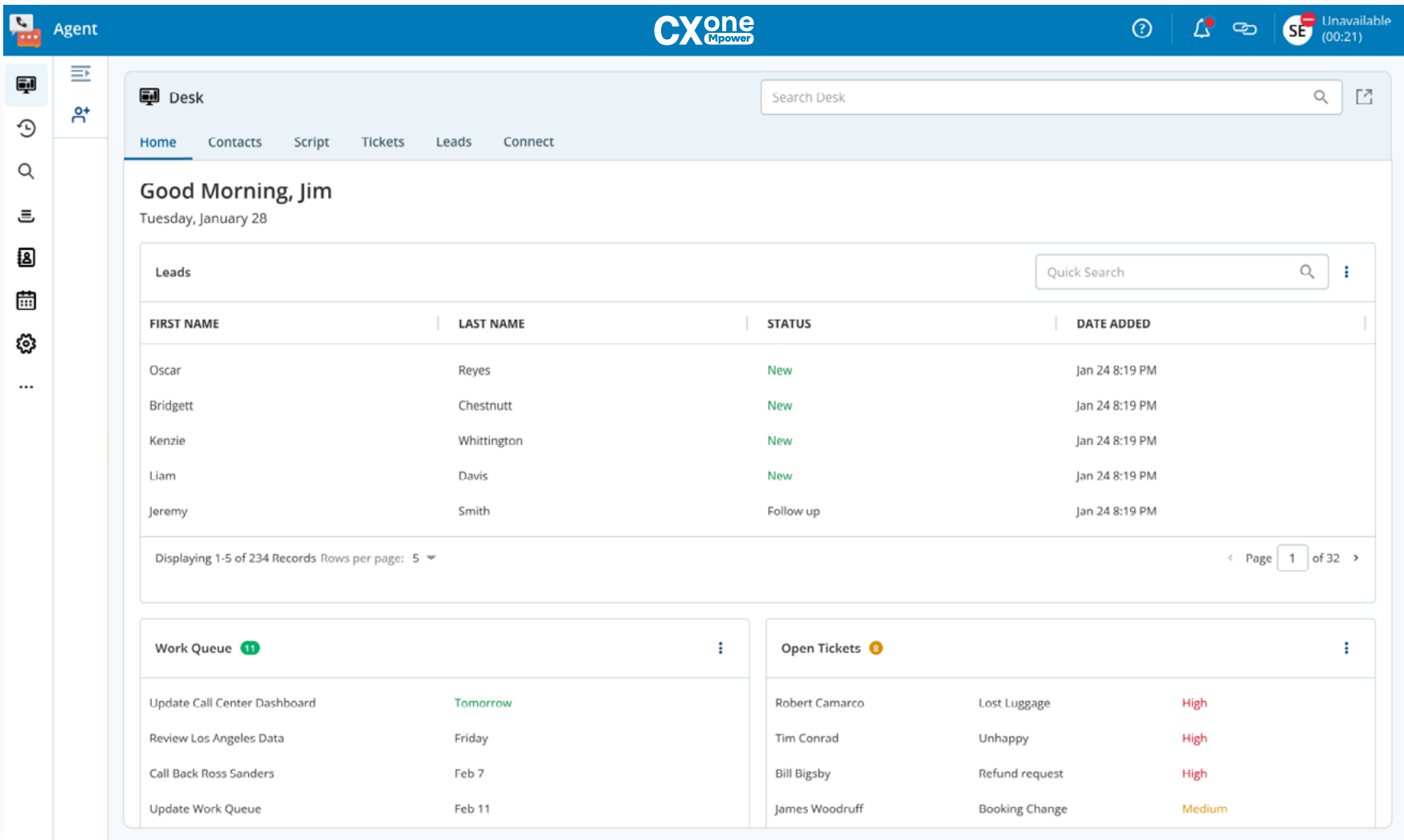
## Ready to integrate

Centralize data management with seamless access to CRMs and other systems of record to enable streamlined workflows, facilitate stronger collaboration, and create a more personalized customer experience.

## Make better decisions

Combine your contact center data with your CRM for a holistic customer view that empowers you to make truly informed business decisions.

## CXone Mpower Desk



## Benefits

- **Faster resolution:** Unified tools, workflows, and scripts help agents resolve customer issues quickly and accurately
- **Higher productivity:** Streamlined desktops and intelligent automation make every agent more efficient and effective
- **Personalized experiences:** Centralized data and omnichannel history enable tailored customer interactions
- **Flexible integration:** Open APIs and no-code customization ensure Desk can adapt to any environment

## Capabilities

- **Unified agent desktop:** All tools in one place
- **Ticketing and case monitoring:** Automate, track, and resolve
- **Contact management:** Centralized customer profile database
- **Agent scripting:** Guided, dynamic agent scripts
- **Configurable workflows:** No-code task automation
- **CRM integration and open APIs:** Seamless, flexible system integration



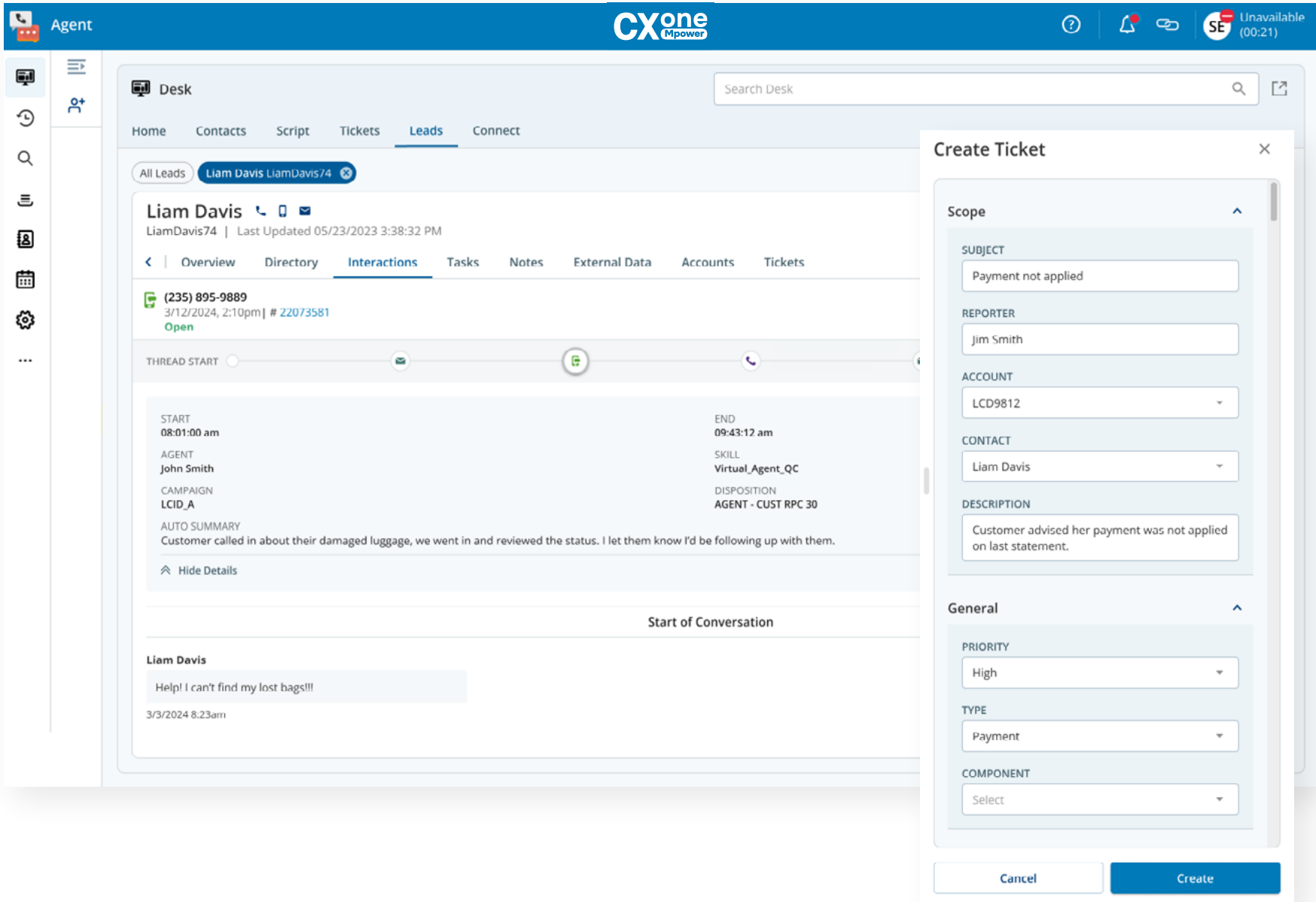


Key features

Ticketing

Agents can create tickets and manage customer inquiries in a unified interface. Tickets are linked with customer interactions, both voice and digital, and can be easily prioritized, routed to the appropriate team, and tracked from assignment through resolution.

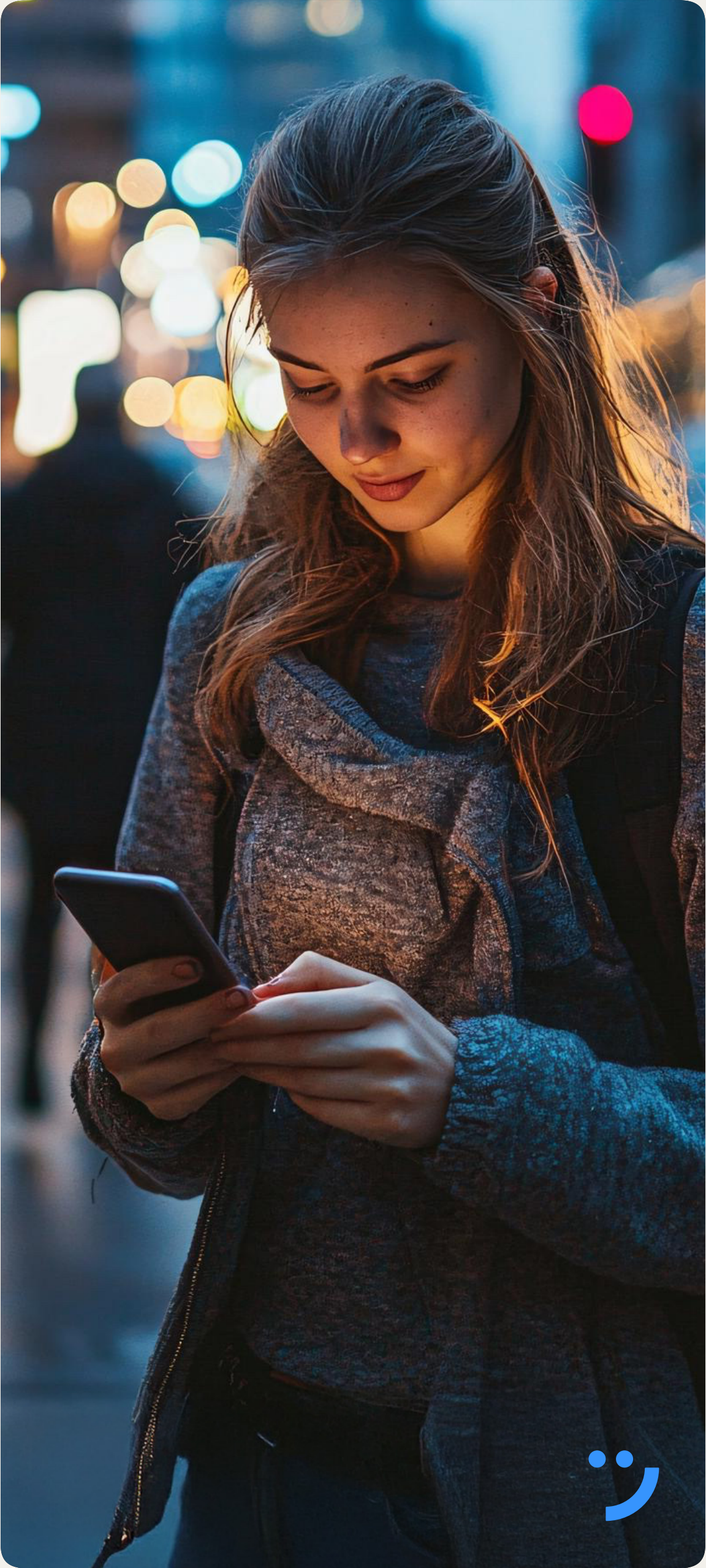
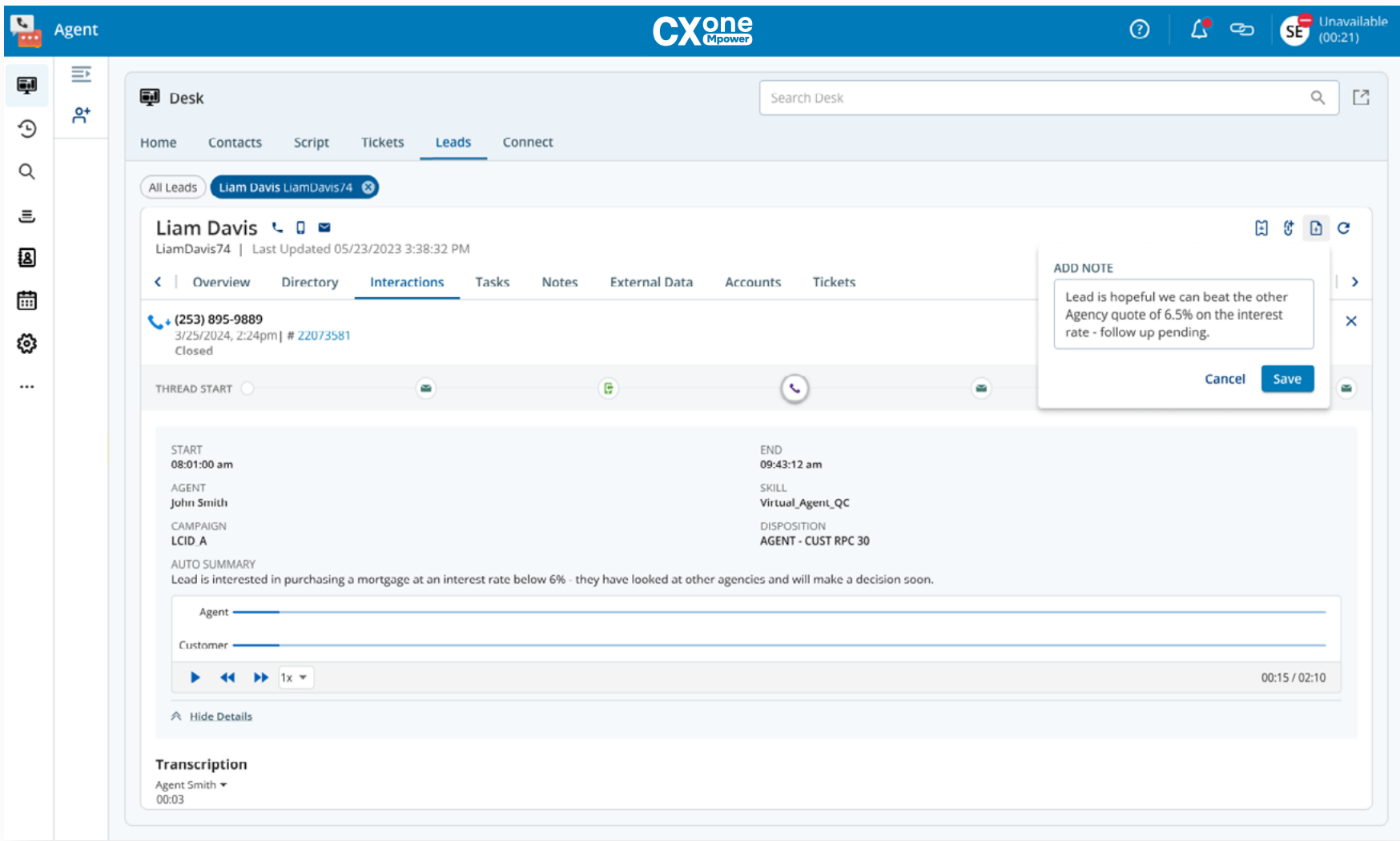
Ticketing



Lead management

Contact centers can organize, prioritize, and act on prospect data through a centralized database. Agents can review and update lead profiles while the system automatically records interactions and preferences, enabling targeted engagement. Dynamic segmentation and automated workflows guide follow-ups and best actions, while unconverted leads are intelligently recycled. Integration with SmartReach ensures that every outreach initiative is high-impact and regulation compliant.

Lead management

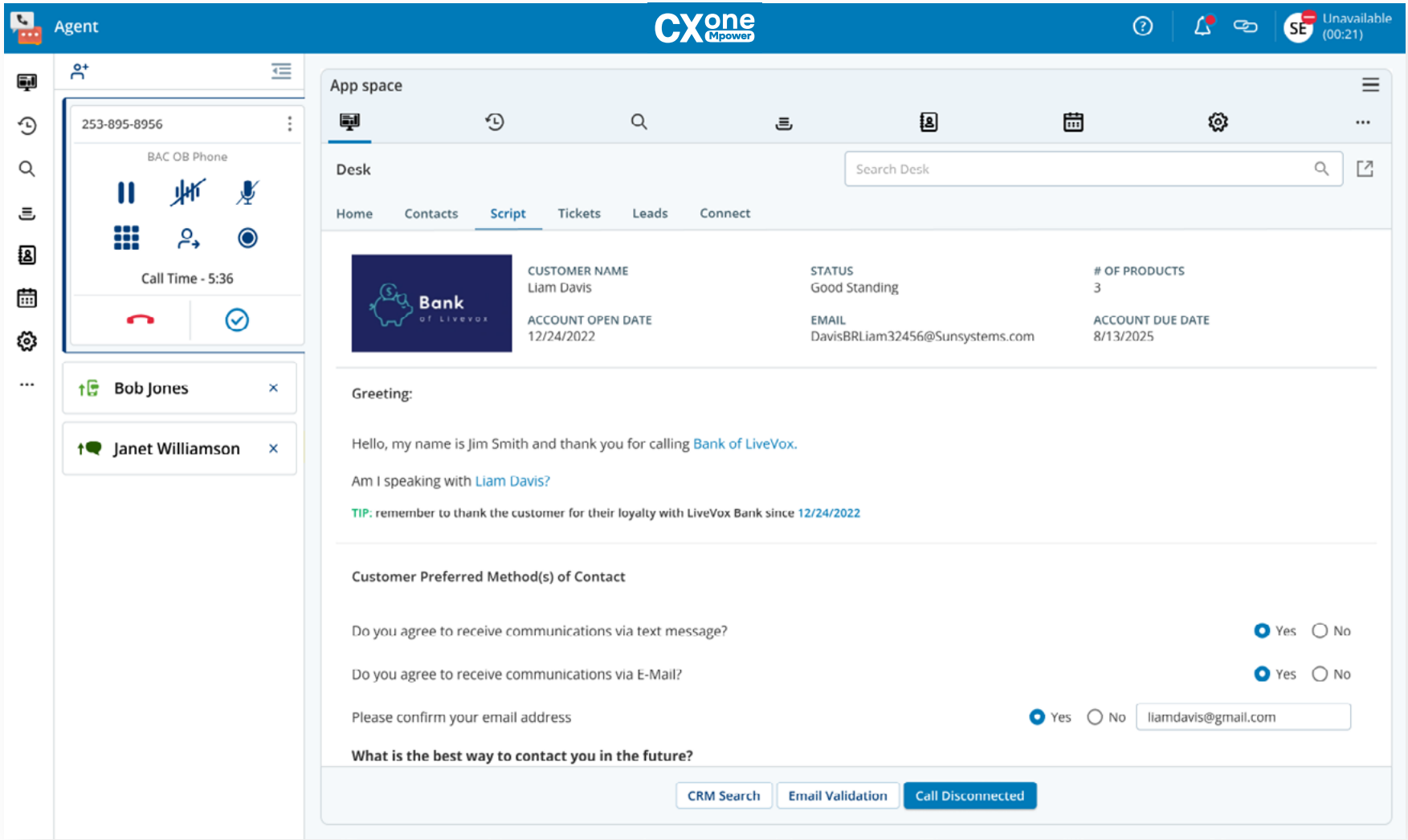




Scripting

Desk’s Scripter feature provides a customizable, low-code interface that guides agents through interactions using dynamic, branching scripts. It enables real-time data capture, ensures compliance, and reduces agent training time by embedding logic, forms, and best actions directly into the desktop experience—all without requiring IT support.

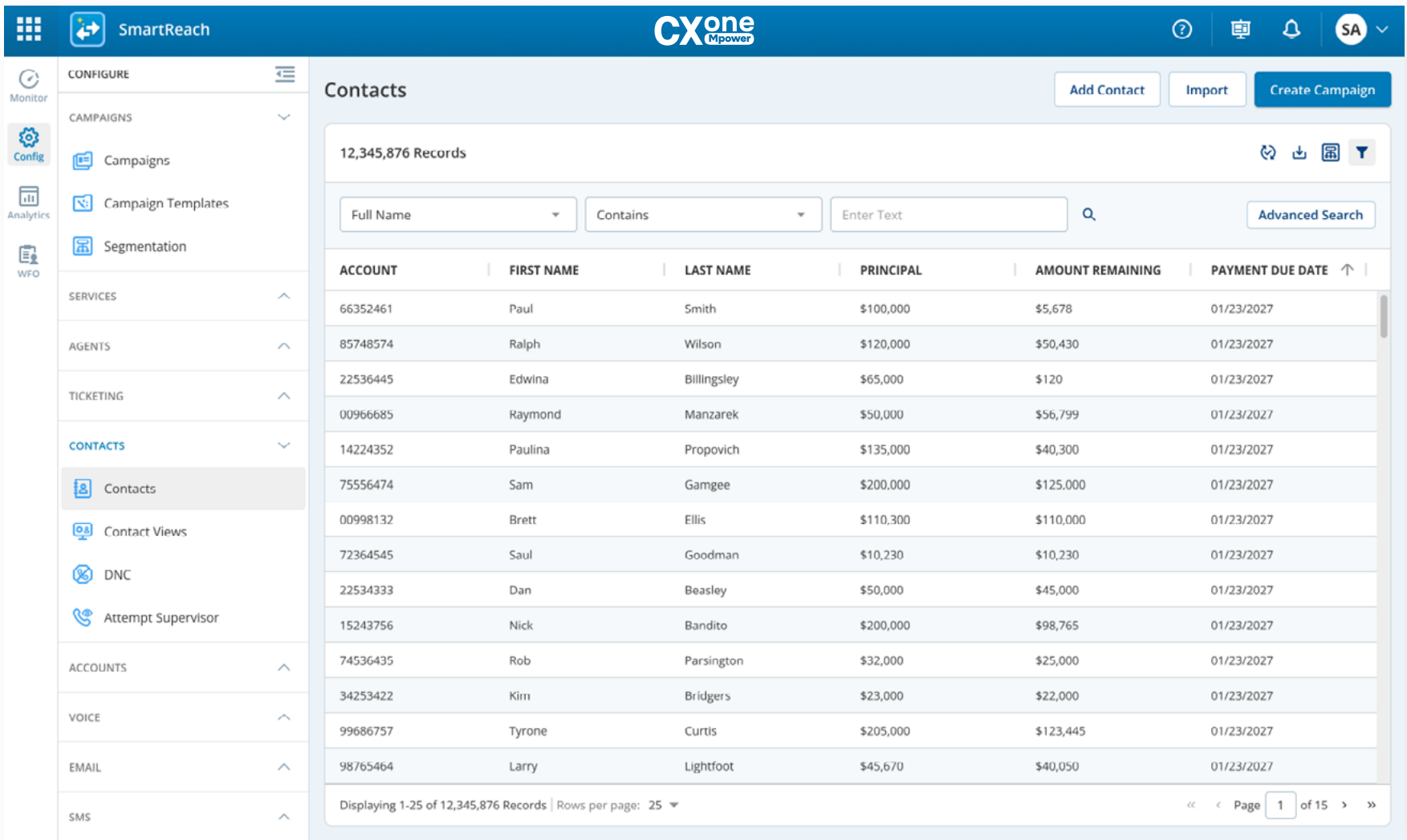
Scripting



The Desk database

The Desk database includes Contact Manager, which unifies information from disparate data sources to create consistent customer profiles across all channels and provide agents with insights into the full customer journey.

The Desk database



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.

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