

Data sheet

Agent Workspace Premium

Keep your customer at the center of every interaction.

Agent Workspace Premium 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.

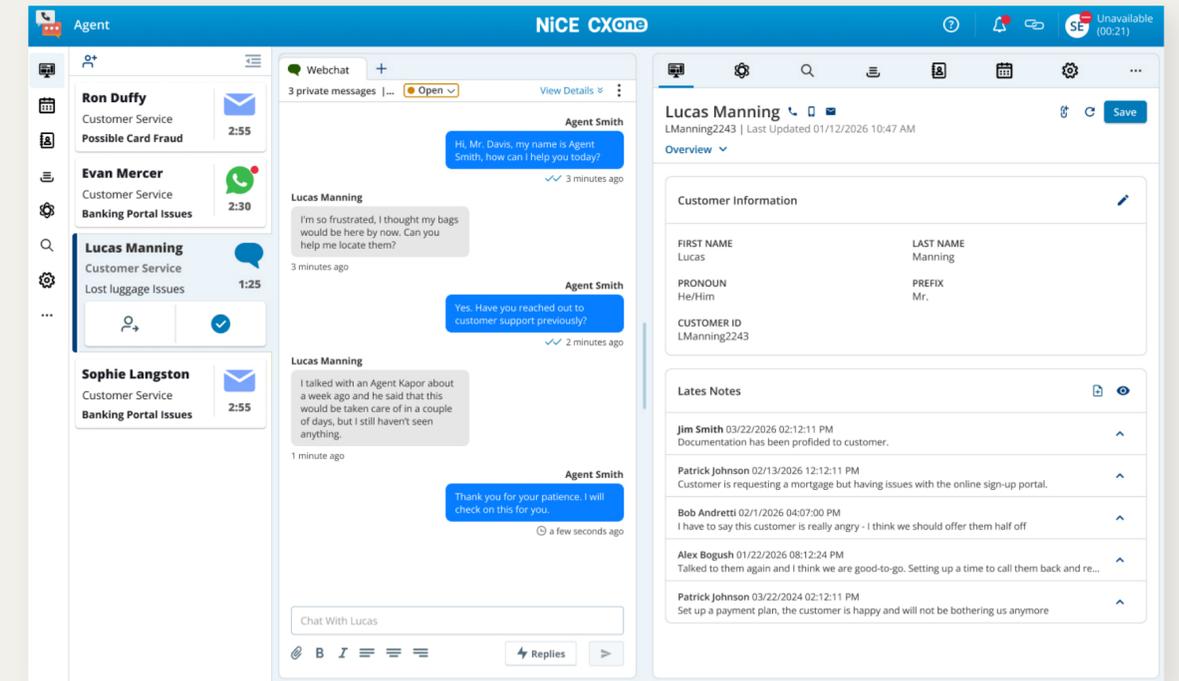
Ready to integrate

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.

Agent Workspace Premium



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. AI-generated summaries and resolutions are available directly within the ticket, enabling agents to review, edit, or accept AI suggestions to speed up handling and improve productivity.

Ticketing

The screenshot displays the NiCE CXone Agent interface for a ticket titled "BRS-1239" with the subject "Wrong Equipment". The interface includes a navigation menu on the left, a search bar, and a main content area with several sections:

- Ticket Information:** A table with fields for PRIORITY (Medium), STATUS (Open), AGENT (Jim Smith), AGENT TEAM (Avengers), ACCOUNT (CRMA), REPORTER (Bob Andretti), SLA DUE DATE (02/02/2026 04:12 PM), and CONTACT (Liam Davis).
- Resolution Summary:** A text box containing AI-generated text: "Documentation compiled and forwarded to customer at email provided. Customer to review the provided documentation regarding system configuration and attempt setting changes themselves. If there are any questions after the changes, customer will reopen the ticket." A "Generate" button is visible.
- Lates Notes:** A list of notes from agents: Jim Smith (03/22/2026 02:12:11 PM) - "Documentation has been provided to customer.", Patrick Johnson (02/13/2026 12:12:11 PM) - "Customer is requesting a mortgage but having issues with the online sign-up portal.", Bob Andretti (02/1/2026 04:07:00 PM) - "I have to say this customer is really angry - I think we should offer them half off", and Alex Bogush (01/22/2026 08:12:24 PM).

Lead management

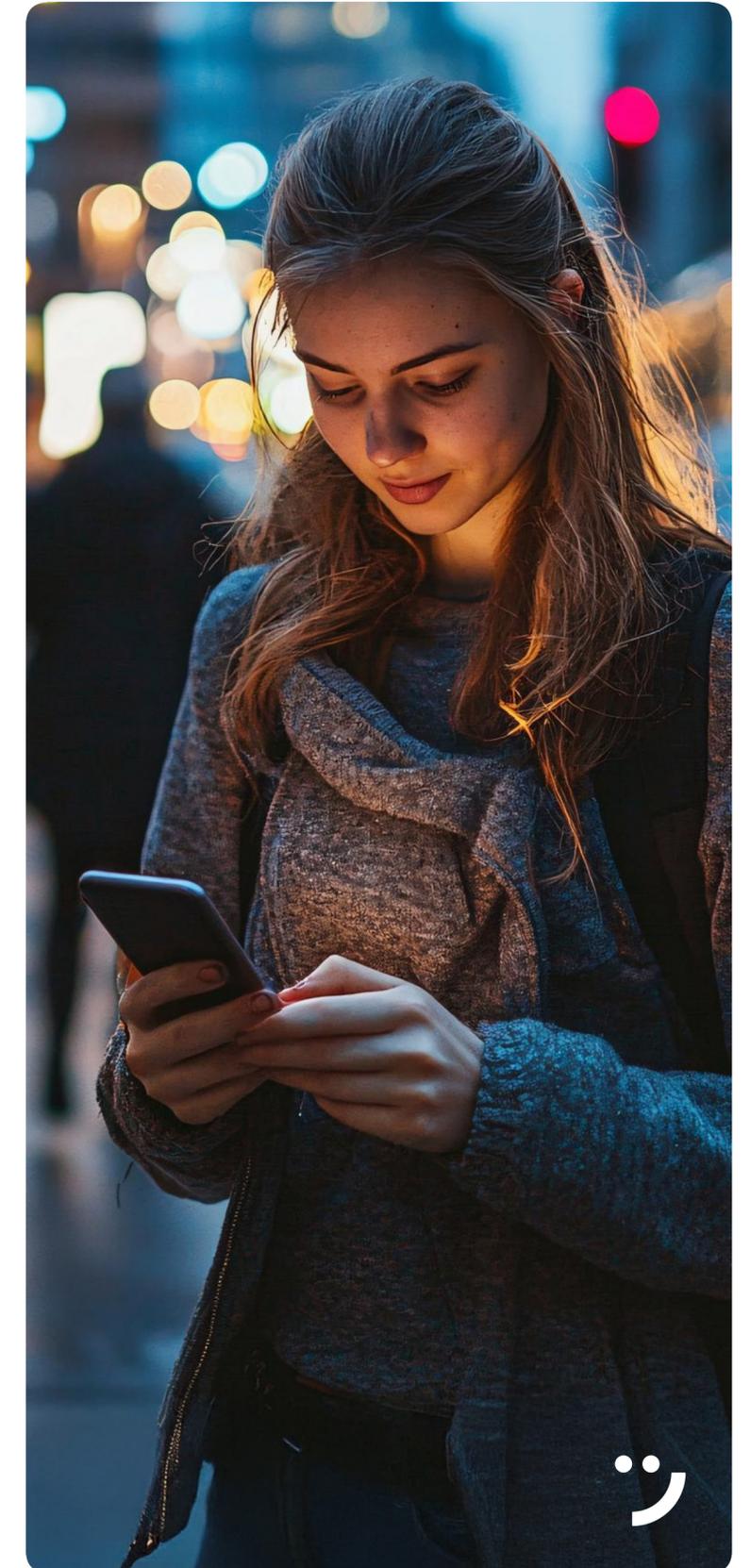
Contact centers can organize, prioritize, and act on prospect data through a centralized database. Agents can review and update lead profiles while the system automatically records interactions and preferences, enabling targeted engagement.

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

The screenshot displays the NiCE CXone Agent interface for a lead profile titled "Liam Davis". The interface includes a navigation menu on the left, a search bar, and a main content area with several sections:

- Lead Profile:** Shows the name "Liam Davis", phone number "(253) 895-9889", and a note "Lead is hopeful we can beat the other Agency quote of 6.5% on the interest rate - follow-up pending." with "Cancel" and "Save" buttons.
- Thread Start:** A timeline showing the start and end of the interaction.
- Interaction Details:** A table with fields for START (08:01:00 am), END (09:43:12 am), AGENT (John Smith), SKILL (Virtual Agent, QC), CAMPAIGN (LCID_A), and DISPOSITION (AGENT - CUST RPC 30).
- Transcription:** A section showing the transcript of the interaction: "Agent Smith: Hello? Is this Mr. Davis?" and "Liam Davis:".



Scripting

Agent Workspace Premium'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 screenshot shows the NiCE CXone Scripter interface. On the left, there's a sidebar with a list of agents: Bob Jones and Janet Williamson. The main area displays a script for a customer named Liam Davis. The script includes a greeting, a confirmation question, and a form for customer contact preferences. The form has radio buttons for 'Yes' and 'No' for two questions: 'Do you agree to receive communications via text message?' and 'Do you agree to receive communications via E-Mail?'. There's also a text input field for 'Please confirm your email address' with the value 'liamdavis@gmail.com'. At the bottom, there are buttons for 'CRM Search', 'Email Validation', and 'Call Disconnected'.

The Agent Workspace Premium database

The Agent Workspace Premium 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 Agent Workspace Premium database

The screenshot shows the NiCE CXone Contact Manager interface. It displays a list of customer records with columns for Customer ID, First Name, Last Name, Balance Due, and Last Contacted. The records are filtered by 'Category: Overdue' and 'Balance: Greater than \$500'. The table shows 15 rows of data, with the first row being Liam Davis with a balance due of \$5,689. The interface includes a search bar, filters, and pagination controls at the bottom.

CUSTOMER ID	FIRST NAME	LAST NAME	BALANCE DUE	LAST CONTACTED
QA12345	Liam	Davis	\$5,689	01/23/2026 11:32:33 AM
HG93839	Ron	Duffy	\$120,000	01/23/2026 11:32:33 AM
UI873636	Hal	Emerson	\$65,000	01/23/2026 11:32:33 AM
GH56474	Leon	Fauntleroy	\$50,000	01/23/2026 11:32:33 AM
BB37373	Sarah	Filpovich	\$135,000	01/23/2026 11:32:33 AM
QG44334	James	Franco	\$200,000	01/23/2026 11:32:33 AM
II98789	Jennifer	Giardini	\$110,300	01/23/2026 11:32:33 AM
QG77763	Harold	Henderson	\$10,230	01/23/2026 11:32:33 AM
YT63534	Mia	Jovovich	\$50,000	01/23/2026 11:32:33 AM
NB76373	Amy	Jurovich	\$200,000	01/23/2026 11:32:33 AM
NN76353	Ralph	Kevorkian	\$32,000	01/23/2026 11:32:33 AM
BN76543	Barry	Liamdowski	\$23,000	01/23/2026 11:32:33 AM
QA32451	Mandy	Morton	\$205,000	01/23/2026 11:32:33 AM

NiCE CXone

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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