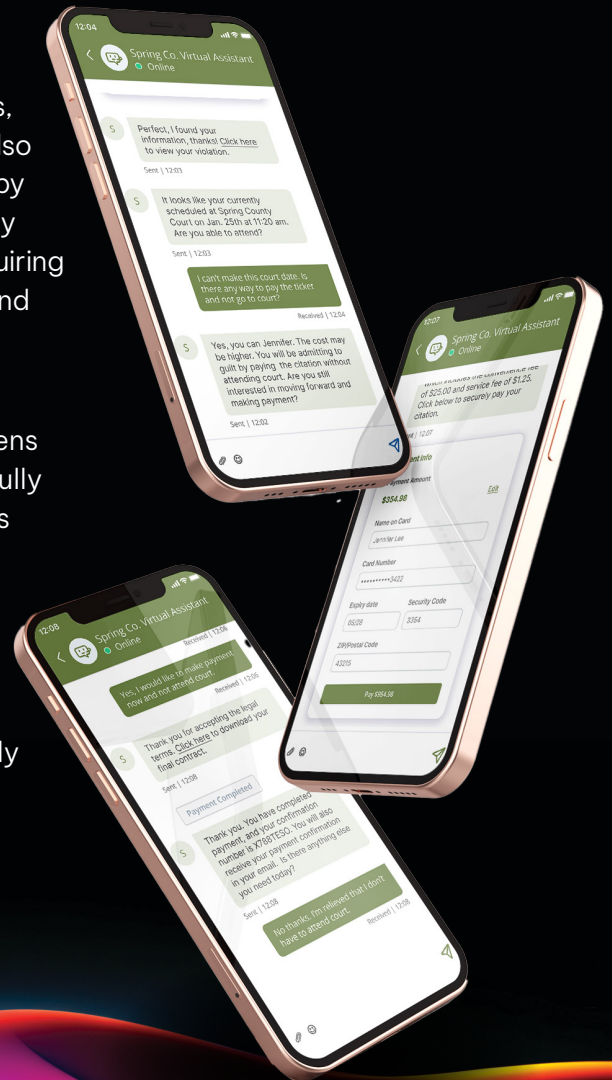**CXone Mpower Autopilot** is an intelligent virtual assistant that fully resolves citizen issues through AI-driven, natural conversations. With advanced natural language understanding, sentiment detection, and the ability to manage complex, multi-intent interactions, Autopilot engages with citizens over voice, text or chat—just like your best agent would.

More than just intelligent conversation, Autopilot takes action to resolve citizen needs by integrating with your business systems to execute tasks like processing payments, scheduling, verifying status, or delivering knowledge—maximizing self-service containment. It also analyzes citizen interactions to uncover top intents, prioritize them by ROI, and map the best resolution paths. Autopilot then automatically builds and deploys these optimized self-service flows—without requiring any coding—eliminating guesswork, reducing virtual agent failure, and accelerating self-service development from months to hours.

For example, in court services, Autopilot streamlines citation payments and court date scheduling. It proactively reminds citizens to schedule a court date, guiding them through the process in a fully automated interaction. Autopilot presents available dates, allows the citizen to confirm with a simple "Yes" or "No" response (e.g., "Are you able to attend court on [date]?"), and updates the system accordingly. It also simplifies citation payments by verifying details against state databases and retrieving citation information using a citation number, driver's license number, or court case number and integrating with payment providers to fully automate the process, without the need for human agents.
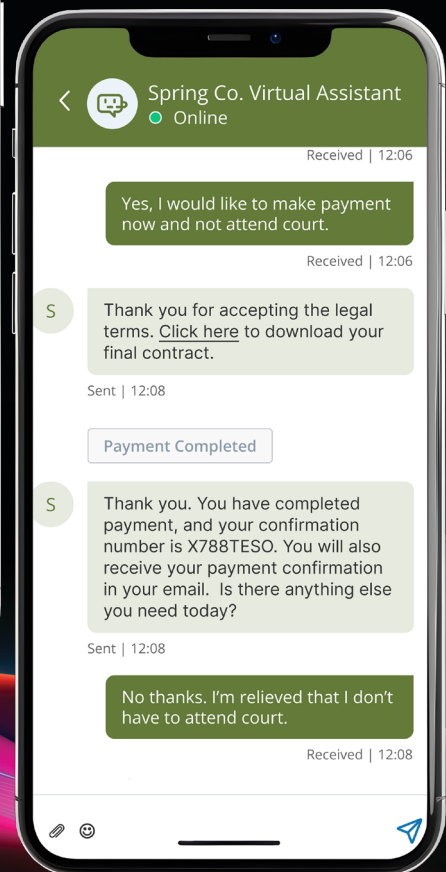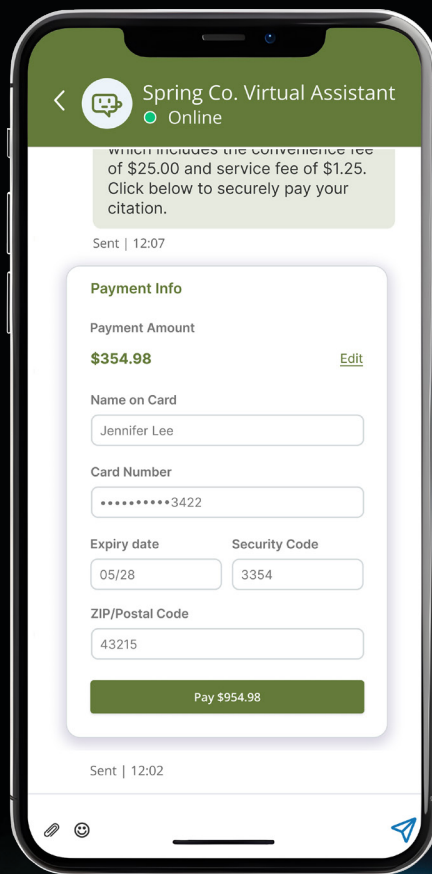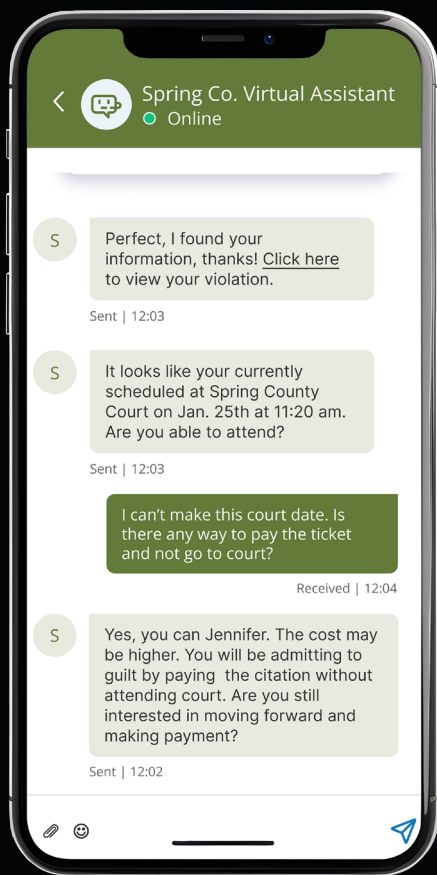
Empower citizens with seamless, self-service interactions through CXone Mpower Autopilot.

About NICE

Spring Co. Virtual Assistant
● Online

S Perfect, I found your information, thanks! Click here to view your violation.

Sent | 12:03

S It looks like your currently scheduled at Spring County Court on Jan. 25th at 11:20 am. Are you able to attend?

Sent | 12:03

I can't make this court date. Is there any way to pay the ticket and not go to court?

Received | 12:04

S Yes, you can Jennifer. The cost may be higher. You will be admitting to guilt by paying the citation without attending court. Are you still interested in moving forward and making payment?

Sent | 12:02

Spring Co. Virtual Assistant
● Online

which includes the convenience fee of $25.00 and service fee of $1.25. Click below to securely pay your citation.

Sent | 12:07

Payment Info

Payment Amount

$354.98   Edit

Name on Card

Jennifer Lee

Card Number

••••••••••3422

Expiry date   Security Code

05/28   3354

ZIP/Postal Code

43215

Pay $954.98

Sent | 12:02

Spring Co. Virtual Assistant
● Online

Received | 12:06

Yes, I would like to make payment now and not attend court.

Received | 12:06

S Thank you for accepting the legal terms. Click here to download your final contract.

Sent | 12:08

Payment Completed

S Thank you. You have completed payment, and your confirmation number is X788TESO. You will also receive your payment confirmation in your email. Is there anything else you need today?

Sent | 12:08

No thanks. I'm relieved that I don't have to attend court.

Received | 12:08

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