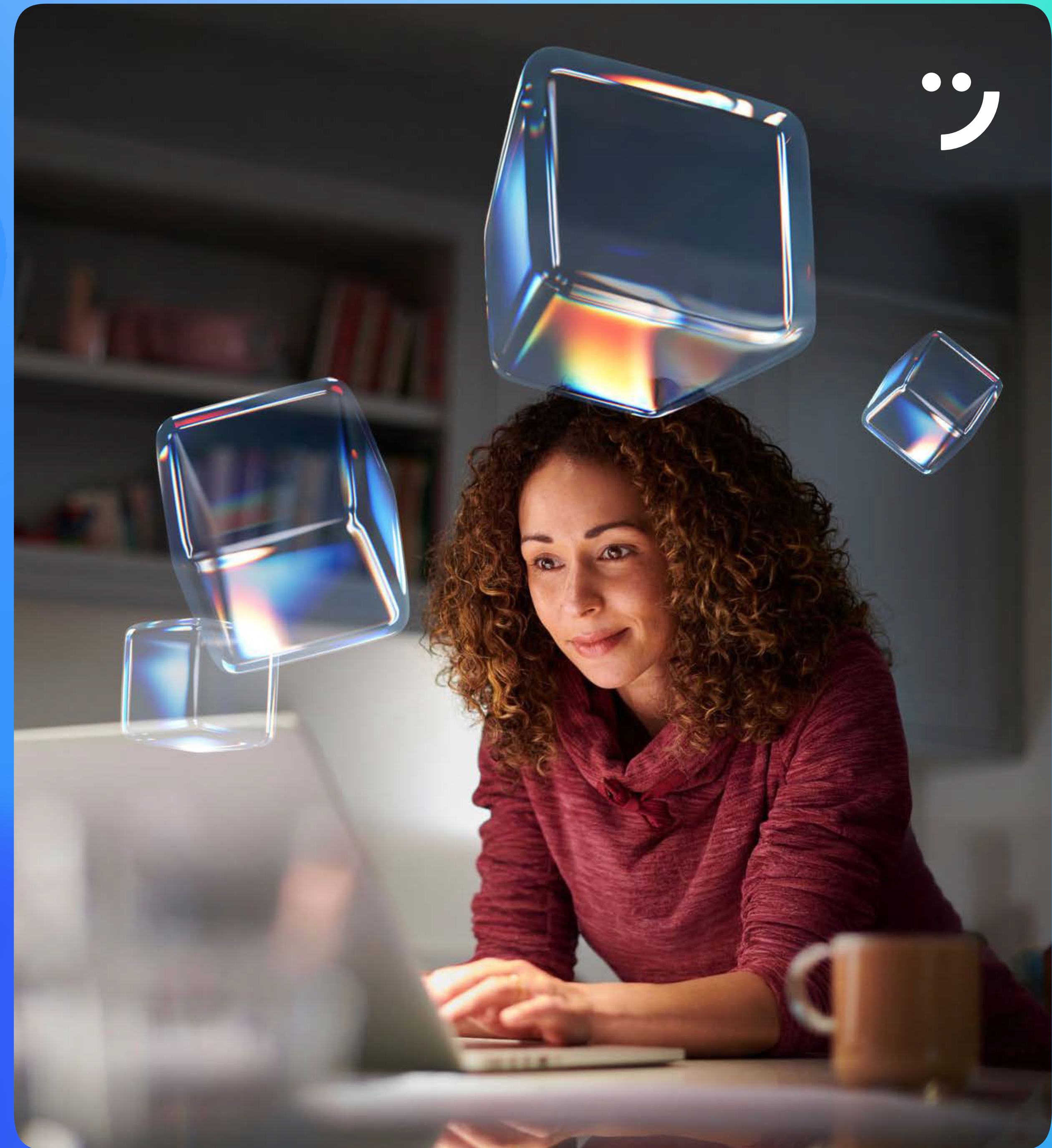


NiCE

CXone Mpower Agents

AI Agents built for CX





CXone Mpower Agents

AI Agents built for CX

CXone Mpower Agents drive impact across your entire CX ecosystem. Mpower Agents don't understand and respond – they act to intelligently automate customer service.

Derived from AI-powered insights, driven by your data, these custom AI agents are built once through natural language prompts, then deployed everywhere across your organization.

Mpower Agents are **purpose-built, customized autonomous** assistants you can put to work to serve both your customers and your employees with the click of a button.

Within the **industry-leading AI platform** for customer service automation, CXone Mpower, business leaders use

AI-powered automated insights and generative AI tools to intuitively **create custom Mpower Agents on-demand, in minutes**, with conversational prompts.

With one click, the Mpower Agent is ready for duty across Copilot, Autopilot, and more.

Only Mpower Agents can **act across both front and back-office** to execute processes and collaborate with employees, using reasoning and your unique business intelligence to deliver unparalleled success.



Benefits

- **Proactively surface actionable insights** that uncover where Mpower Agents will make the biggest impact to your business
- **Build custom AI Agents** based on those insights for any use case, whether simple or complex
- **Customize with conversational prompts** to tailor each AI Agent for your needs
- **Deploy everywhere** AI Agents are needed, across Copilot, Autopilot, and more
- **Monitor and optimize in real-time** with full observability for maximum performance and impact



• **Reduce costs**



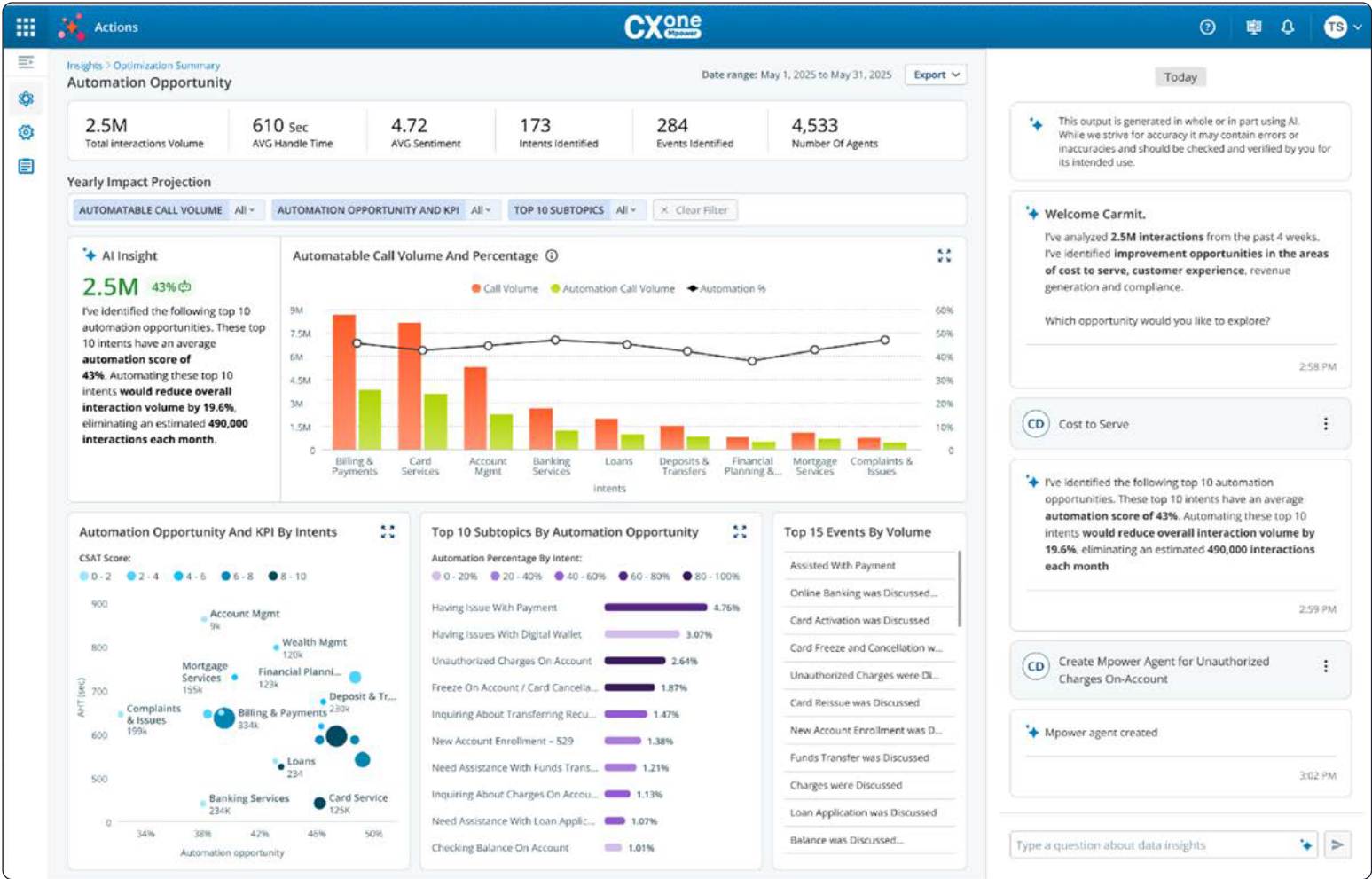
• **Saves time**



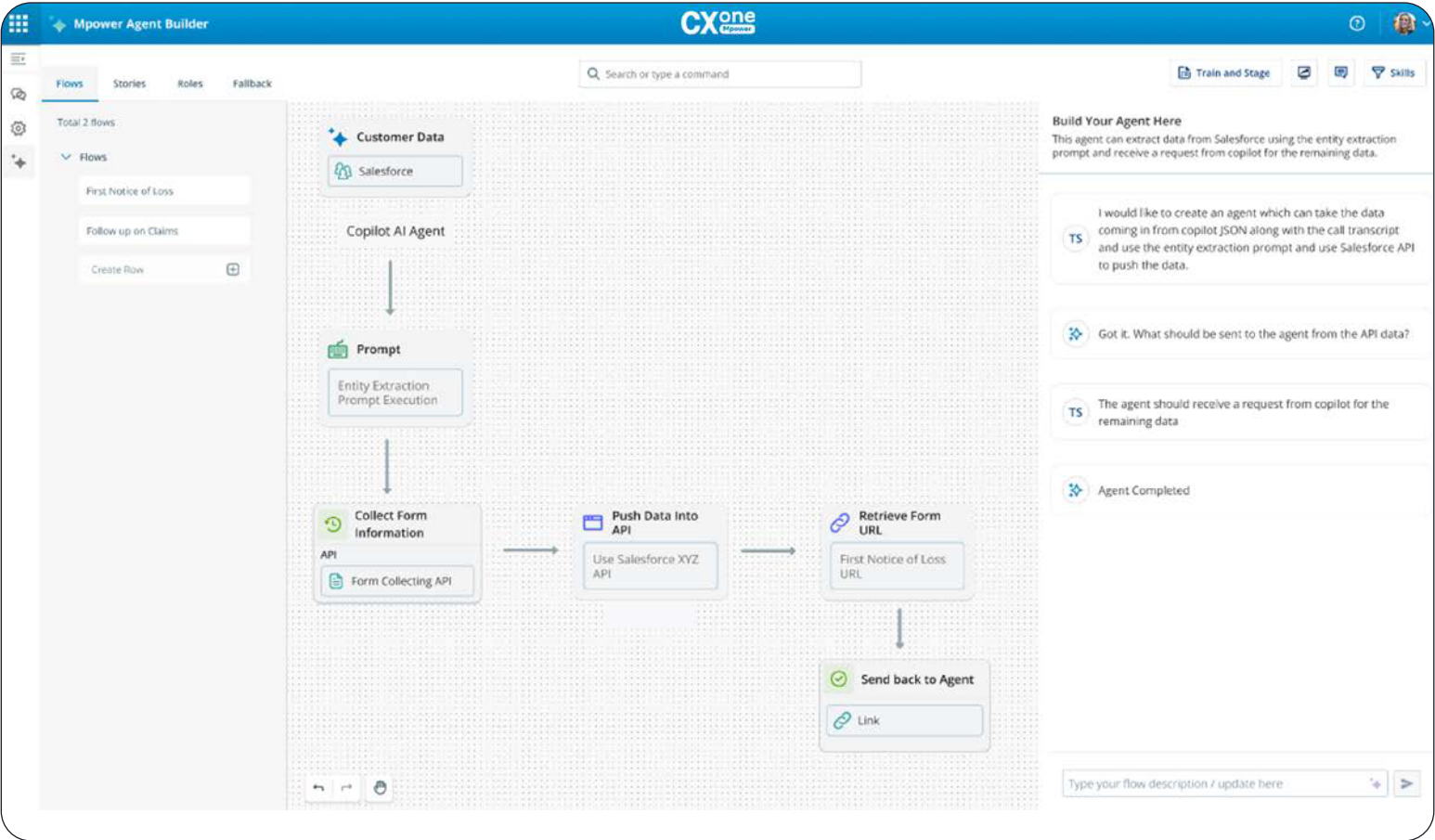
• **Boost EX and CX**

Build once,
deploy
everywhere

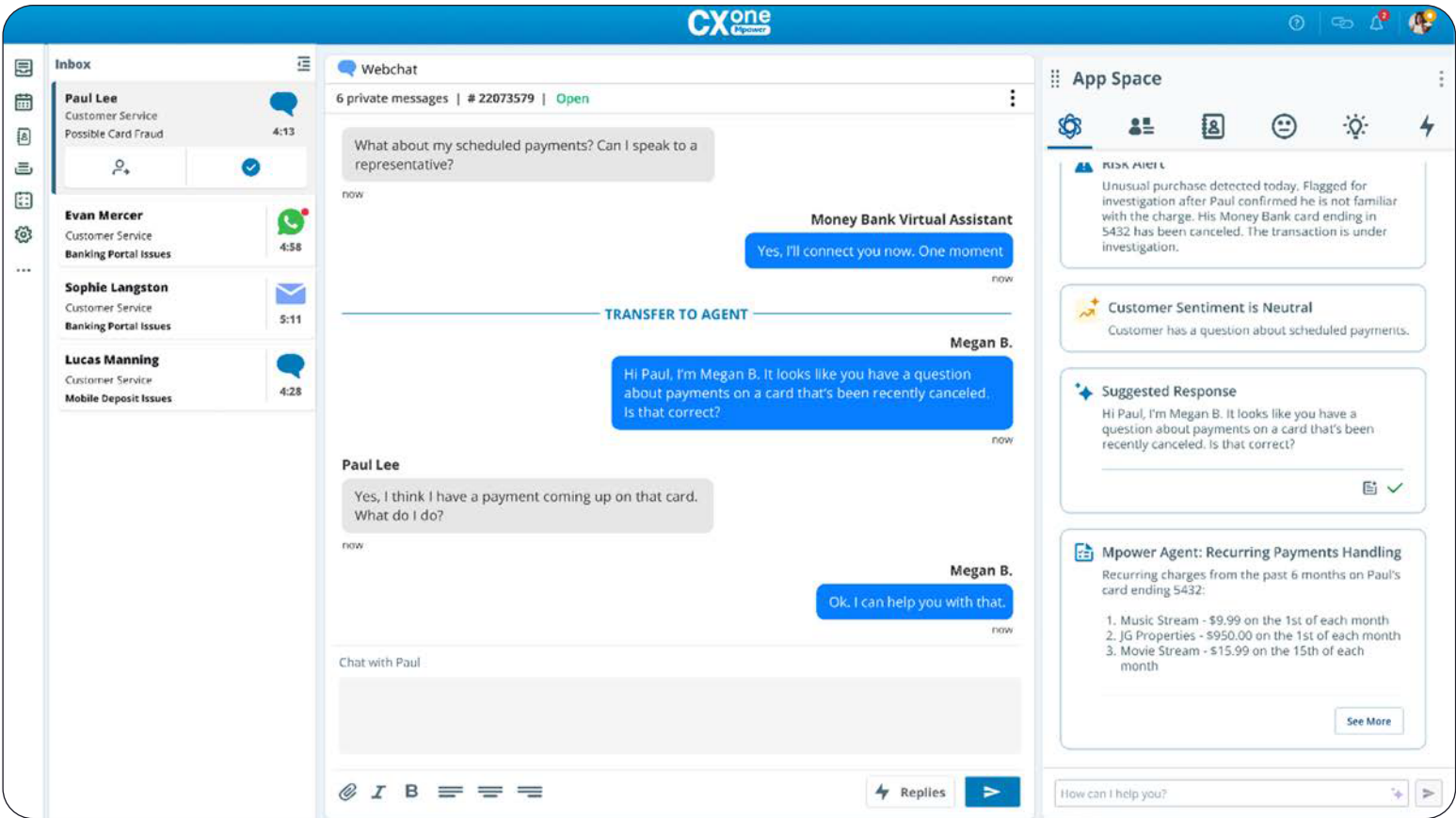
Design Mpower Agents with AI-powered insights that create actionable intelligence based on your organizations’ interactions.



Build Mpower Agents automatically with a powerful AI studio, and edit using natural language prompts



Deploy Mpower Agents everywhere across your organization with full observability for immediate impact and real-time optimization



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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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