

CXone Mpower Agents AI Agents built for CX



CXone Mpower Agents

Al 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 Al platform** for customer service automation, CXone Mpower, business leaders use

Al-powered automated insights and generative Al 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.

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Benefits

- Proactively surface actionable insights that uncover where Mpower Agents will make the biggest impact to your business
- Build custom Al Agents based on those insights for any use case, whether simple or complex
- Customize with conversational prompts to tailor each Al Agent for your needs
- Deploy everywhere Al 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 Alpowered insights that create actionable intelligence based on your organizations' interactions.



Deploy Mpower Agents everywhere across your organization with full observability for immediate impact and realtime optimization

labau	æ	CXOne							
Inbox		e webchat			ce				
Paul Lee Customer Service		6 private messages # 22073579 Open							
Possible Card Fraud	4:13	What about my scheduled payments? Can I speak to a		<u>\$</u>	- 8	٢	Q.		
e,	0	representative?							
		now		investi	al purchase dete gation after Paul	confirmed he	is not familia	ar.	
Evan Mercer Customer Service	S .	Money Bank V	/irtual Assistant	5432 h	e charge. His Mo as been canceleo	ney Bank card I. The transac	d ending in tion is under		
Banking Portal Issues	4:58	Yes, I'll connect you now	w. One moment	investi	gation.				
Sophie Langston			now	Car					
Customer Service Banking Portal Issues	5:11	TRANSFER TO AGENT			Customer Sentiment is Neutral Customer has a question about scheduled payments.				
			Megan B.	Custo	mer has a questi	in about sche	duled payme	nts.	
Lucas Manning Customer Service		Hi Paul, I'm Megan B. It looks like you have a							
Mobile Deposit Issues	4:28	about payments on a card that's been recently canceled. Suggested Response Is that correct? Hi Paul, I'm Megan B. It looks like you have a							
			now	questi	on about paymer ly canceled. Is the	ts on a card t			
		Paul Lee			y concerco. Io un	COTTOCC:			
		Yes, I think I have a payment coming up on that card.		e 🗸				~	
		What do I do?		-					
		now		Mpow	er Agent: Recu	rring Payme	ents Handlir	ng	
			Megan B.		ing charges from nding 5432:	the past 6 m	onths on Paul	l's	
		Ok. I can hel	lp you with that.	1. Music Stream - \$9.99 on the 1st of each m			feach month		
			now	 JG Properties - \$950.00 on the 1st of each month Movie Stream - \$15.99 on the 15th of each month 				th	
		Chat with Paul							
							See More		
			-	ni Manananan ana				-	
		@ I B = = = 4 R	Replies	How can I help	you?			*	

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

	🔶 Mpower Agent Builder	CXO	© 🏨
11 20	Flows Stories Roles Fallback	Q. Search or type a command	🔂 Train and Stage 🖉 🗐 💎 Skills
© *+	Total 2 Bows	Customer Data	Build Your Agent Here This agent can extract data from Salesforce using the entity extraction prompt and receive a request from copilot for the remaining data.
	First Notice of Loss Follow up on Claims Create Blow	Copilot Al Agent	I would like to create an agent which can take the data coming in from copilot JSON along with the call transcript and use the entity extraction prompt and use Salesforce API to push the data.
		Prompt	Sot it. What should be sent to the agent from the API data?
		Entity Extraction Prompt Execution	The agent should receive a request from copilot for the remaining data
		Collect Form E Push Data Into	Agent Completed
		API B Form Collecting API B Form Collecting API	
		Send back	s to Agent
		5 F 0	Type your flow description / update here

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About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built Al-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.

www.nice.com

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