

CXone Mpower Agents

AI agents built for CX

NiCE



Introduction

Automation isn't new. But the way we create, deploy, and scale it is being transformed. In a world where customer and employee expectations evolve daily, businesses need tools that can adapt just as quickly. Enter **CXone Mpower Agents** — purpose-built, **AI-powered** assistants you can create on demand to solve real challenges, in real time.



With **CXone Mpower**, the industry's most intuitive AI platform for customer service automation, you can now build, launch, and scale customized AI agents in minutes—without needing technical expertise. Let's show you how...

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We've reached a pivotal moment in the customer service evolution where automation now touches every interaction. CXone Mpower is setting this new standard as the complete AI platform for workforce augmentation, interaction orchestration, and service automation.”

Barry Cooper

President, CX Division, NiCE



The rise of agentic AI

Traditional automation has always focused on efficiency, but it often comes at the cost of flexibility, relevance, and context. Static bots and rigid workflows can't keep up with the pace of customer expectations or the complexity of modern business operations. The age of agentic AI changes that.

57% of contact centers are already using conversational AI and 38% are using agentic AI—with rapid growth expected

Omdia
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2. The rise of agentic AI

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Agentic AI is designed not just to automate tasks, but to act with intent, context, and adaptability. These agents are not one-size-fits-all—they are tailored to specific roles, needs, and data environments, enabling personalized support that scales.

Mpower Agents represent the next evolution in automation. Built within the CXone Mpower platform, they are intuitive to create, simple to deploy, and capable of serving both customers and employees. With conversational prompts and validated insights, anyone—from contact center leaders to operational managers—can create agents that respond dynamically to real-world scenarios.

Whether it's assisting a live agent with relevant knowledge, handling full conversations autonomously, or surfacing insights before an issue escalates, Mpower Agents are already transforming how leading organizations operate.

NiCE reported a 400% surge in CXone Mpower Autopilot interactions in 2024, managing the equivalent of 123,560 years of knowledge consumption.

NiCE

Mpower Agents don't just understand and respond—they act. They apply real-time reasoning, using your business data and process intelligence, to trigger actions, update records, and resolve issues automatically across front- and back-office workflows. This is the future of goal-driven, outcome-oriented automation.



Building a better agent

Creating an Mpower Agent isn't just about automation – it's about precision, purpose, and personalization. The process begins with identifying where an agent can make the biggest impact. With CXone Mpower's AI-powered insights, you don't have to guess. The platform surfaces opportunities across the business where AI can step in to assist, augment, or completely automate tasks.

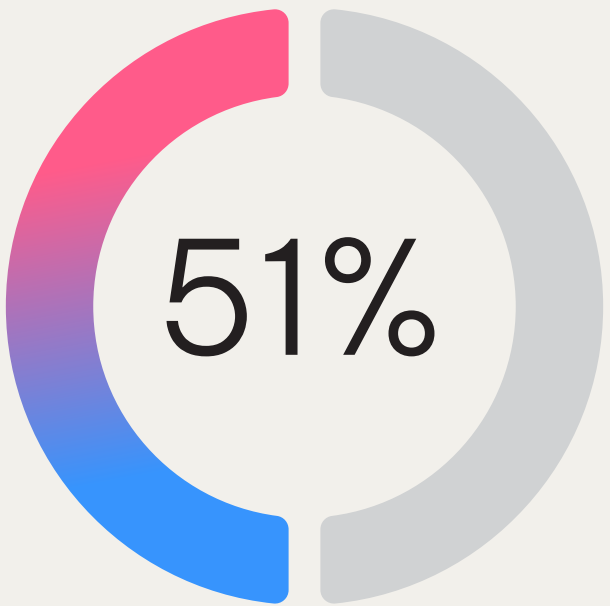
Once you know where help is needed, building your agent is as easy as starting a conversation. Using natural language prompts, business users can guide the platform to generate a purpose-built agent that reflects the intent, tone, and functionality needed for the task. No coding required.

Mpower Agents are fueled by your data and trained to align with your goals. This means every interaction they drive is personalized, contextually aware, and aligned with your brand standards.

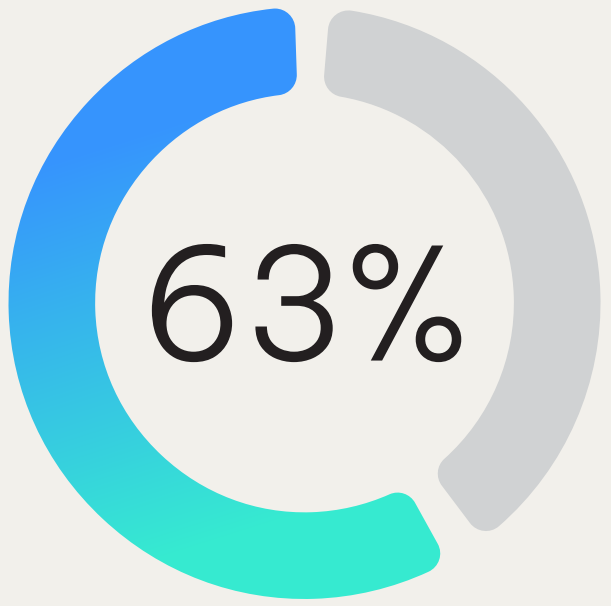
They are forged from the exclusive intelligence that only CXone Mpower provides—trained on billions of real-world interactions, rich behavioral signals, sentiment insights, and intent recognition—ensuring every action is contextually aware and aligned to your business goals. This enables them to act, not just respond, and to automate both simple and complex workflows across your customer service operation.

Best of all, the no-code design environment empowers teams across the organization—not just IT—to build and refine agents. This democratization of AI creation accelerates innovation and ensures every part of the business can benefit.

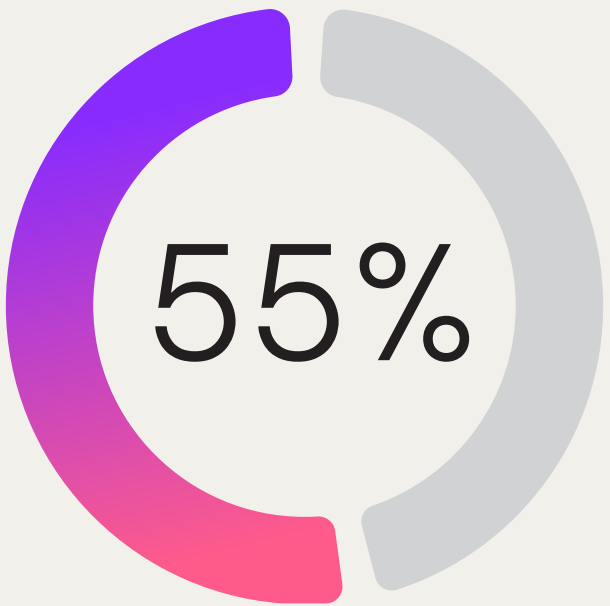
Percentage of organizations report the alignment of AI goals with business objectives as the top driver of value. ¹



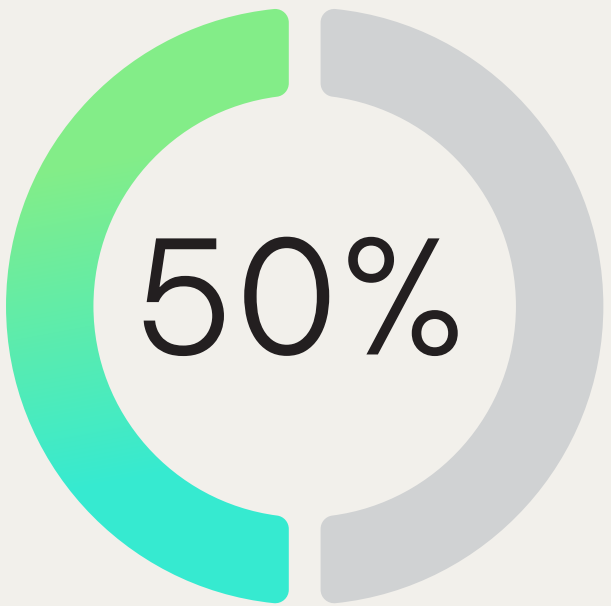
Percentage of organizations planning to adopt agentic AI within 18 months – especially in travel, healthcare, and banking. ²



Percentage of organizations citing hands-on AI training as essential to adoption. ³



Percentage of organizations using automation to handle routine tasks and reduce agent burnout. ⁴



1, 2, 3, 4: Omdia, 2025 Digital CX Survey



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4. One click to go: activating your Mpower Agents

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One click to go: Activating your Mpower Agents



The power of Mpower Agents isn't just in how they're built—it's in how easily they're activated. With one click, your custom-built agent is ready for deployment across CXone's AI-powered ecosystem, including Autopilot, Copilot, and more.

Whether you're launching an agent to autonomously handle customer inquiries through Autopilot, or deploying one to assist human employees via Copilot, the process is seamless. Mpower Agents are channel-agnostic, meaning they work wherever your customers or teams are—voice, chat, social, or internal systems.

From a single prompt, the Mpower Agent Builder can create a fully functional agent ready to deploy. And for more complex needs, the platform creates full intent coverage, with embedded reasoning, data access, and logic paths.

And they're not limited to just one task or team. A single Mpower Agent can be designed to serve multiple roles across departments, adapting dynamically to each interaction. That means you can create once, and scale infinitely. They integrate with front- and back-office systems, execute complex workflows, and collaborate with humans and other agents—all while staying aligned to your policies and processes.

The CXone Mpower platform gives you integrated visibility into your agents' performance from day one. You can track usage, evaluate impact, and refine agent behavior based on real outcomes—no guesswork required. This immediate feedback loop ensures that Mpower Agents continue to deliver measurable ROI, from reducing handle time to increasing customer satisfaction.

When you're ready to expand, scaling is just as simple. Duplicate, adjust, or create complementary agents with the same intuitive interface. Mpower Agents grow with your business—and they're ready to go when you are.





“ AI agents will fundamentally change how brands scale service, with lower costs and higher precision.”

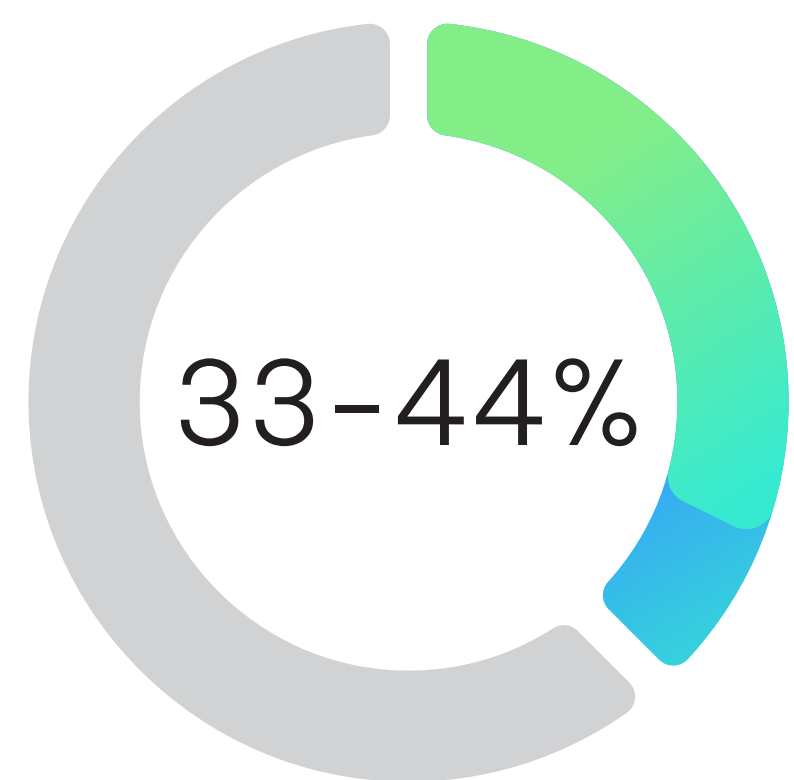
Julie Ask
Julie Ask Advisory



Agents that learn and evolve

Mpower Agents aren't static—they're designed to evolve with your business. With every interaction, they generate data that feeds back into the platform, revealing performance trends, emerging patterns, and opportunities for refinement. Tools like AI Studio allow you to easily configure and enhance agents using real-world outcomes—fine-tuning logic, language, and behavior to improve precision and impact over time.

Percentage of of interactions that are ripe for automation—representing millions of hours in efficiency gains. ¹



1, NiCE Actions analysis, 2024

AI Studio in CXone Mpower enables hyper-personalized configuration—from AutoSummaries that extract product details to federated search across your existing knowledge base. Agents evolve continuously, guided by your workflows and are tuned for accuracy, security, and context.

Through integrated performance dashboards and insights, CXone Mpower helps you fine-tune agents for greater efficiency, accuracy, and impact. Whether it's optimizing how they respond to customers or adjusting their role within your internal systems, Mpower Agents continuously evolve to better serve your business.

Generative AI plays a key role in this adaptive process. As your agents handle more tasks, they learn from outcomes and incorporate new language patterns, contextual signals, and behavior cues. You can proactively retrain or extend their capabilities to align with emerging goals, shifting workflows, or new service opportunities.

CXone Mpower also helps ensure your agents operate with trust and quality at the core. Built-in guardrails, testing environments, and transparent performance reporting make it easy to monitor for compliance, accuracy, and alignment with business policies.

By creating continuous learning loops, you ensure your Mpower Agents not only keep up—but lead the way in driving transformational results.



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5. Agents that learn and evolve

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TD Bank used NiCE AI to
cut **88 million** minutes in
wait time, while handling
11% more calls.



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6. Your future workforce, reimagined

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Your future workforce, reimagined

Mpower Agents aren't just a tool—they're your AI-powered teammates. They're designed to work alongside humans, not replace them, by taking on the tasks that slow people down and giving your workforce the time and space to focus on what matters most.



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6. Your future workforce, reimagined

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With NiCE's new Copilots, teams are seeing unprecedented levels of workforce augmentation. These AI assistants deliver real-time insights, behavioral guidance, and task automation—helping agents and supervisors make better decisions faster. This is how AI turns every employee into a top performer.

“ AI agents will complement humans, not replace them — enabling people to focus on higher-value work.”

Julie Ask, Julie Ask Advisory

They help reduce burnout by handling repetitive inquiries, surfacing key data in the moment, and enabling faster decision-making across the business. And because they're trained with your data and aligned to your goals, they act as true extensions of your brand and team.

In today's environment of constant change and rising expectations, having a workforce that can scale without compromise is critical. Mpower Agents give you that flexibility—delivering workforce augmentation on demand.

But AI innovation must be balanced with responsibility. That's why CXone Mpower was built with transparency, governance, and trust at the core. From training to deployment, you stay in control of how your agents behave, how data is used, and how outcomes are measured.

With Mpower Agents, the future of work isn't just automated—it's augmented, intelligent, and built for resilience.



Organizations that implement AI agents see measurable gains in employee productivity, customer satisfaction, and operational resilience.

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Conclusions

The way we work is changing and so are the tools we need to keep up. Mpower Agents represent more than automation. They're **intelligent**, **intuitive**, and **completely aligned to your business**. They don't just execute tasks; they extend your team, enhance your capabilities, and evolve with every interaction.



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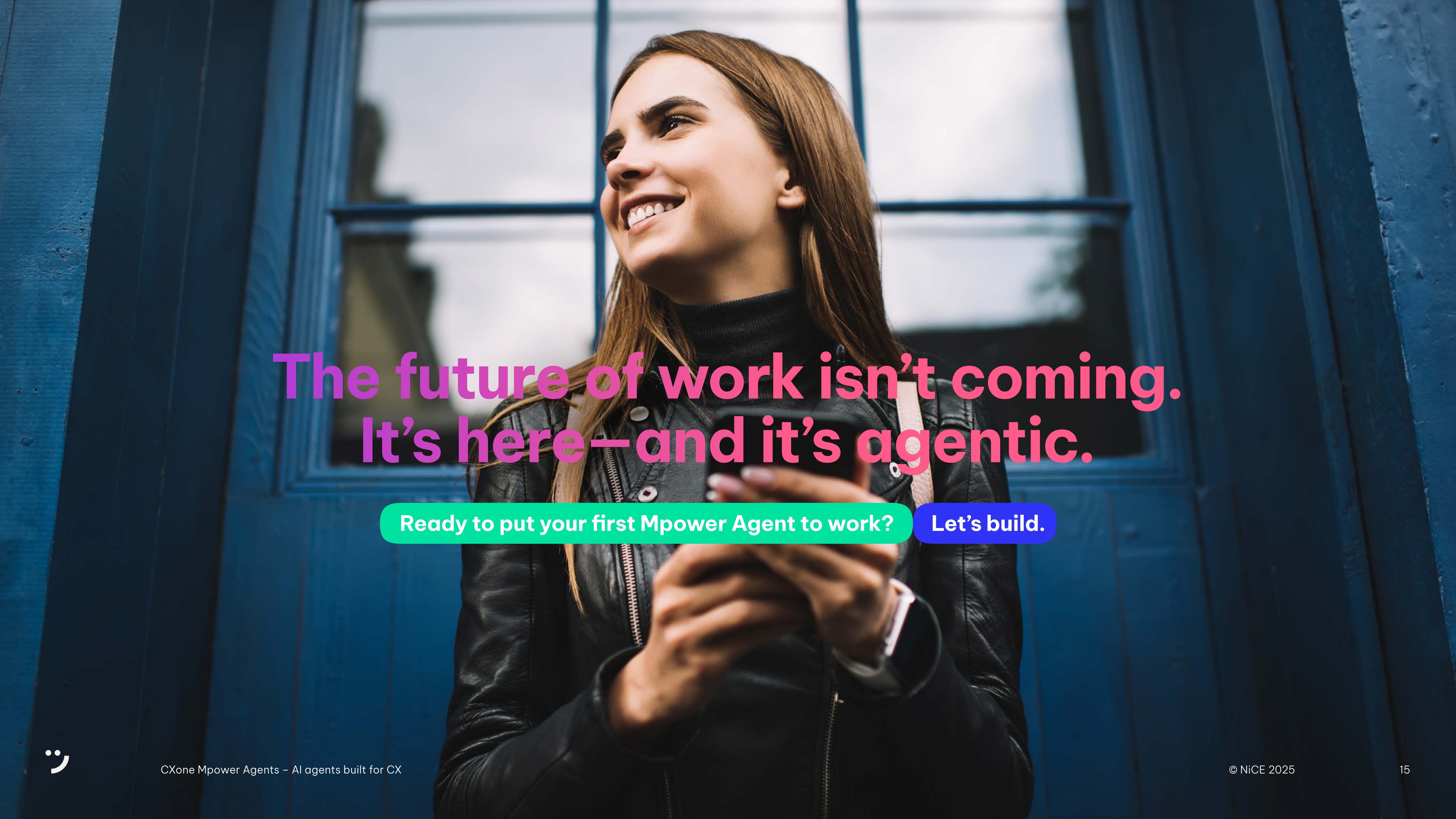
7. Conclusions

With one prompt, you can build an agent that **acts autonomously**, **adapts continuously**, and **scales instantly**. CXone Mpower gives you the power to automate with precision, augment with purpose, and build the future of service.

“ We’re operating in a rapidly evolving market, and AI is the catalyst driving this transformation... We’ve moved beyond orchestrating interactions; we’re enabling end-to-end automation from intent to resolution, powered by agentic AI embedded throughout the customer service journey.

Scott Russell
CEO, NICE





The future of work isn't coming. It's here—and it's agentic.

Ready to put your first Mpower Agent to work?

Let's build.



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.

www.NiCE.com

