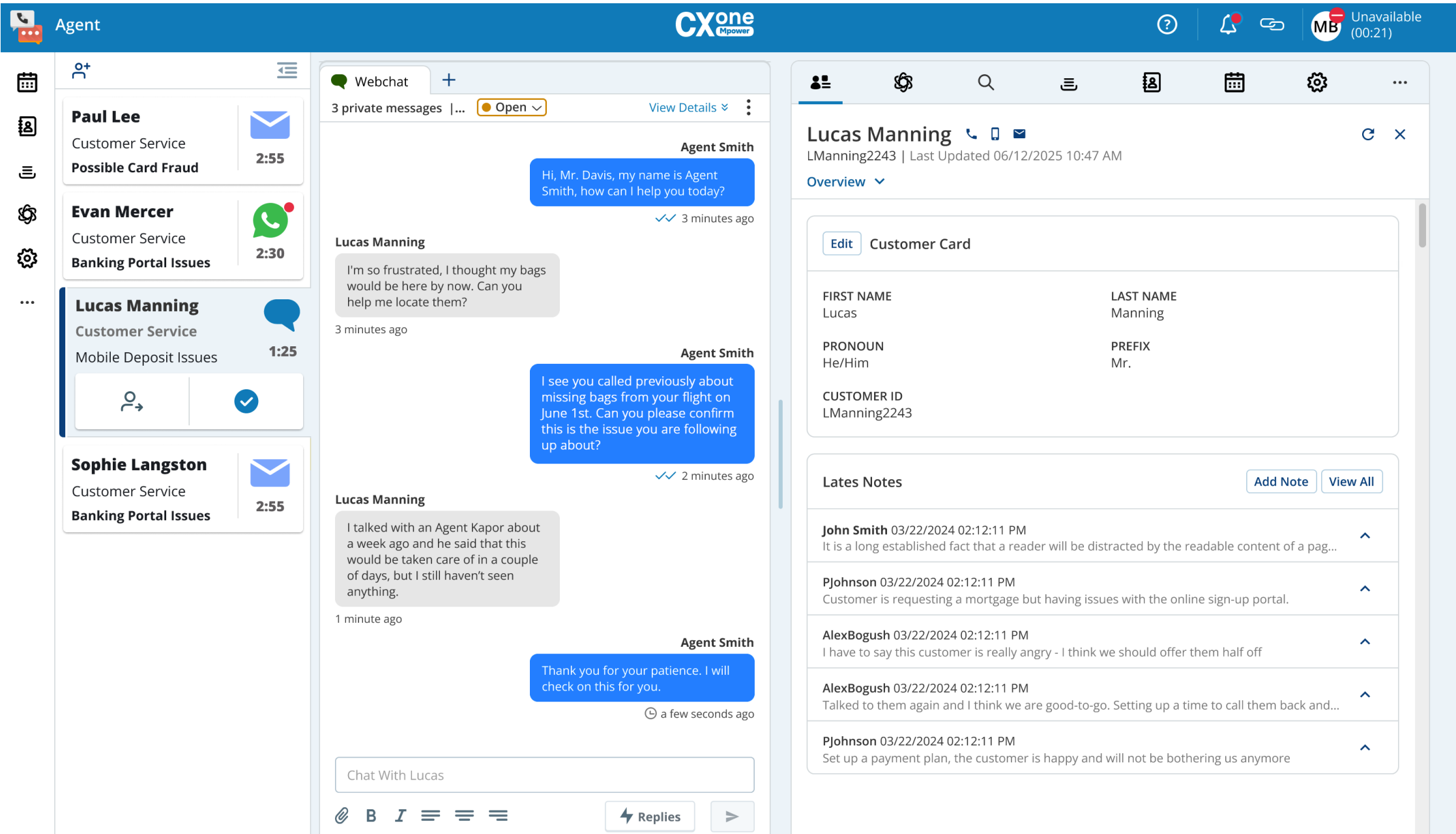


Enhanced Customer Card

Empower agents with instant customer insights to personalize every conversation

Enhanced Customer Card (ECC) is a contact-center-focused desktop solution designed to provide agents with a unified, omnichannel workspace. It extends the capabilities of CXone Mpower Agent by aggregating all customer interactions and data into a single, seamless interface. Agents have access to consolidated customer profiles and full conversation histories, ensuring continuity and a superior customer experience. ECC saves the agent time by automatically looking up customer information and streamlining routine tasks from end to end.



Benefits

- Consolidates data from various systems into a single, real-time view.
- Surfaces customer preferences and history instantly, reducing effort and expediting resolution.
- Equips agents with tailored insights, enabling more genuine, relevant, and effective conversations.
- Maintains conversation continuity and ensures consistency across voice, digital, and follow-up communications.
- Provides agents exactly what they need to resolve issues, precisely when they need it—including customer history and prior outcomes.

Capabilities

- Instant view of customer profiles across channels.
- Unified agent experience: all customer interaction history in one place.
- Contact management: a centralized customer profile database.
- Click to Contact: immediate outreach via voice, email, or SMS directly from the customer profile.
- Seamless integration with CXone Mpower and CRMs.



Key features

A centralized database

The Contact Manager database unifies information from disparate data sources to create consistent customer profiles across all channels and to provide agents with insights into the full customer journey. It offers customizable fields, and empowers agents to work more strategically and stay organized.

It also includes customer list, a view that helps manage and prioritize outreach with ease. It enables the creation, updating, filtering, and sorting of all customer records based on urgency, value, or last interaction.

Agent

CXone
powered by

?

15

Unavailable (00:21)

Ron Duffy

Customer Service
Mortgage Request

2:55

Evan Mercer

Customer Service
Banking Portal Issues

2:30

Lucas Manning

Customer Service
Mobile Deposit Issues

3:02

Sophie Langston

Customer Service
Banking Portal Issues

2:55

Interaction Search

Interactions Messages Threads Customers

All 53,298 Records

Contact ID	First Name	Last Name	Balance Due	Last Contacted
QA12345	Liam	Davis	\$5,689	01/23/2027 11:32:33 AM
QA12345	Ron	Duffy	\$120,000	01/23/2027 11:32:33 AM
QA12345	Hal	Emerson	\$65,000	01/23/2027 11:32:33 AM
QA12345	Leon	Fauntleroy	\$50,000	01/23/2027 11:32:33 AM
QA12345	Sarah	Filipovich	\$135,000	01/23/2027 11:32:33 AM
QA12345	James	Franco	\$200,000	01/23/2027 11:32:33 AM
QA12345	Jennifer	Giardini	\$110,300	01/23/2027 11:32:33 AM
QA12345	Harold	Henderson	\$10,230	01/23/2027 11:32:33 AM
QA12345	Mia	Jovovich	\$50,000	01/23/2027 11:32:33 AM
QA12345	Amy	Jurovich	\$200,000	01/23/2027 11:32:33 AM
QA12345	Ralph	Kevorkian	\$32,000	01/23/2027 11:32:33 AM
QA12345	Barry	Liamdowski	\$23,000	01/23/2027 11:32:33 AM
QA12345	Mandy	Morton	\$205,000	01/23/2027 11:32:33 AM
QA12345	Alison	Muravich	\$45,670	01/23/2027 11:32:33 AM
QA12345	Brian	Norton	\$23,400	01/23/2027 11:32:33 AM

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Unified customer profile & interaction history

A unified, instant view of past conversations, touchpoints, and outcomes that equips agents with the full context they need to resolve issues faster. It consolidates all types of interactions in one place, helps agents pick up where the last conversation left off, and enhances personalization and continuity.

Liam Davis

📞

📧

LDavis74 | Last Updated 06/12/2025 10:47 AM

Interactions ▾

Quick Search

🔍

6 Records

✉️	<div>DavisBR</div> <div>Liam342456@Sunsytems.com</div> <div>Mortgage Inquiry</div> <div>#423-INCL-0246 JSmith</div>	06/15/2025 10:36:12 AM OPEN
📄	<div>Online Mortgage Calculator</div> <div>Form Submission</div> <div>#423-INCL-0246 JSmith</div>	06/15/2025 08:02:26 PM CLOSED
🔄	<div>Updated Contact Record</div> <div>Mortgage application in progress</div> <div>Automated</div>	06/16/2025 09:32:20 AM CLOSED
📞	<div>+1 (404) 332-1939</div> <div>Rate Inquiry</div> <div>#423-INCL-0246 JSmith</div>	06/16/2025 11:36:02 AM CLOSED
💬	<div>Website Chat</div> <div>onlinerealtor.com</div> <div>AI Agent</div>	06/16/2025 12:02:03 PM CLOSED
🛠️	<div>+1 (404) 332-1939</div> <div>Troubleshooting request</div> <div>#423-INCL-0246 JSmith</div>	07/01/2025 02:32:03 PM CLOSED





Click to Contact

A built-in function that enables immediate outreach via voice, email or SMS directly from the customer profile.

- Minimizes manual effort with single-click initiation.
- Ensures consistent, compliant outreach across channels.

Agent

Ron Duffy

Customer Service

Mortgage Request

2:55

Evan Mercer

Customer Service

Banking Portal Issues

2:30

Lucas Manning

Customer Service

Mobile Deposit Issues

3:02

Sophie Langston

Customer Service

Banking Portal Issues

2:55

CXone

Mpower

Unavailable (00:21)

Interaction Search

Interactions Messages Threads Customers

All 53,298 Records

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		Emerson	\$65,000	01/23/2027 11:32:33 AM
		Fauntleroy	\$50,000	01/23/2027 11:32:33 AM
		Filipovich	\$135,000	01/23/2027 11:32:33 AM
		Franco	\$200,000	01/23/2027 11:32:33 AM
		Giardini	\$110,300	01/23/2027 11:32:33 AM
		Henderson	\$10,230	01/23/2027 11:32:33 AM
		Jovovich	\$50,000	01/23/2027 11:32:33 AM
		Jurovich	\$200,000	01/23/2027 11:32:33 AM
		Kevorkian	\$32,000	01/23/2027 11:32:33 AM
		Liamdowski	\$23,000	01/23/2027 11:32:33 AM
		Morton	\$205,000	01/23/2027 11:32:33 AM
		Muravich	\$45,670	01/23/2027 11:32:33 AM

PHONE +1 (555) 382-2349 CHANNEL Voice SMS Whatsapp

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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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