# 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.
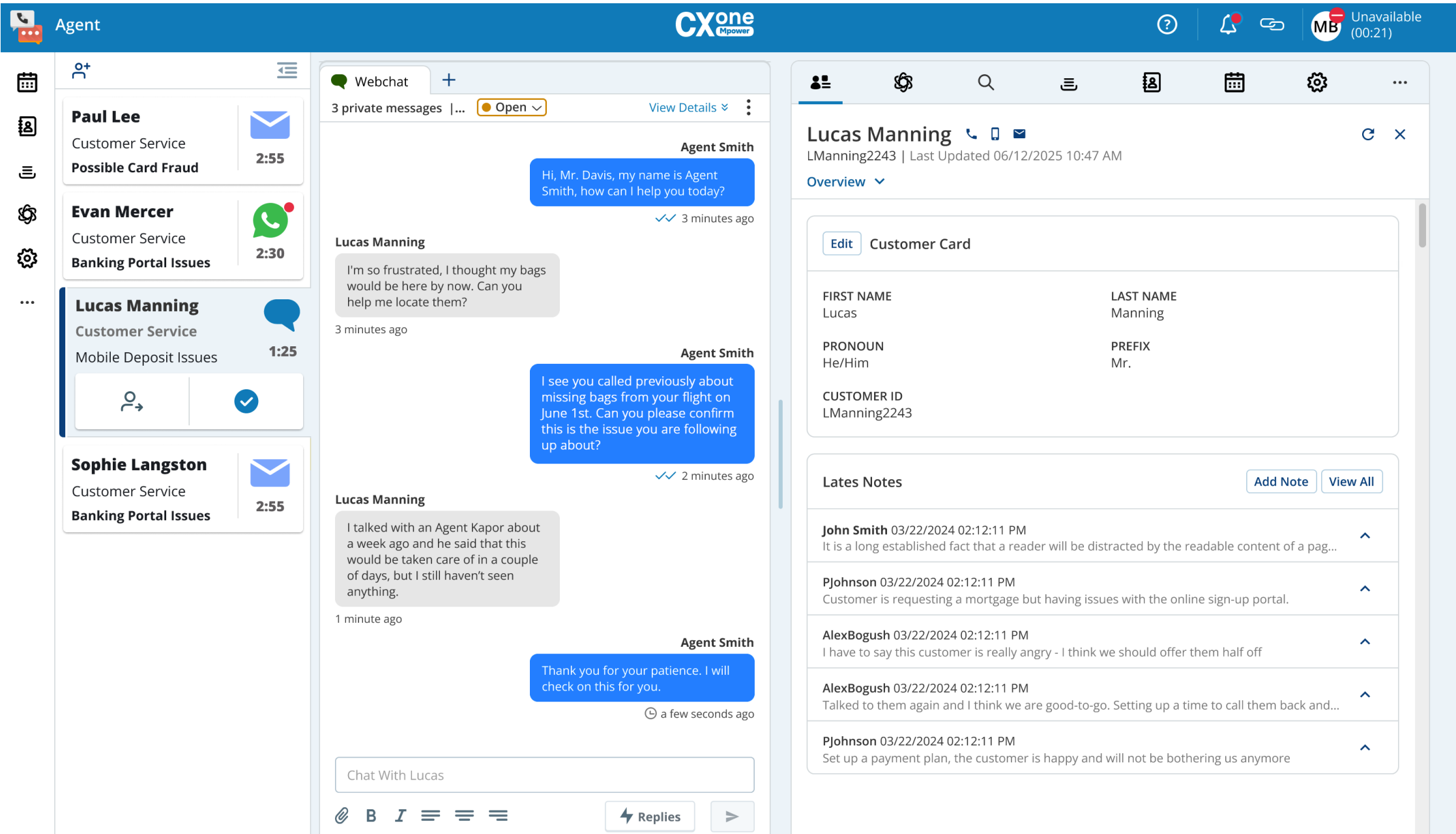
Benefits

- 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.

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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.

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.

Empower agents

with instant customer insights

to personalize every conversation

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.