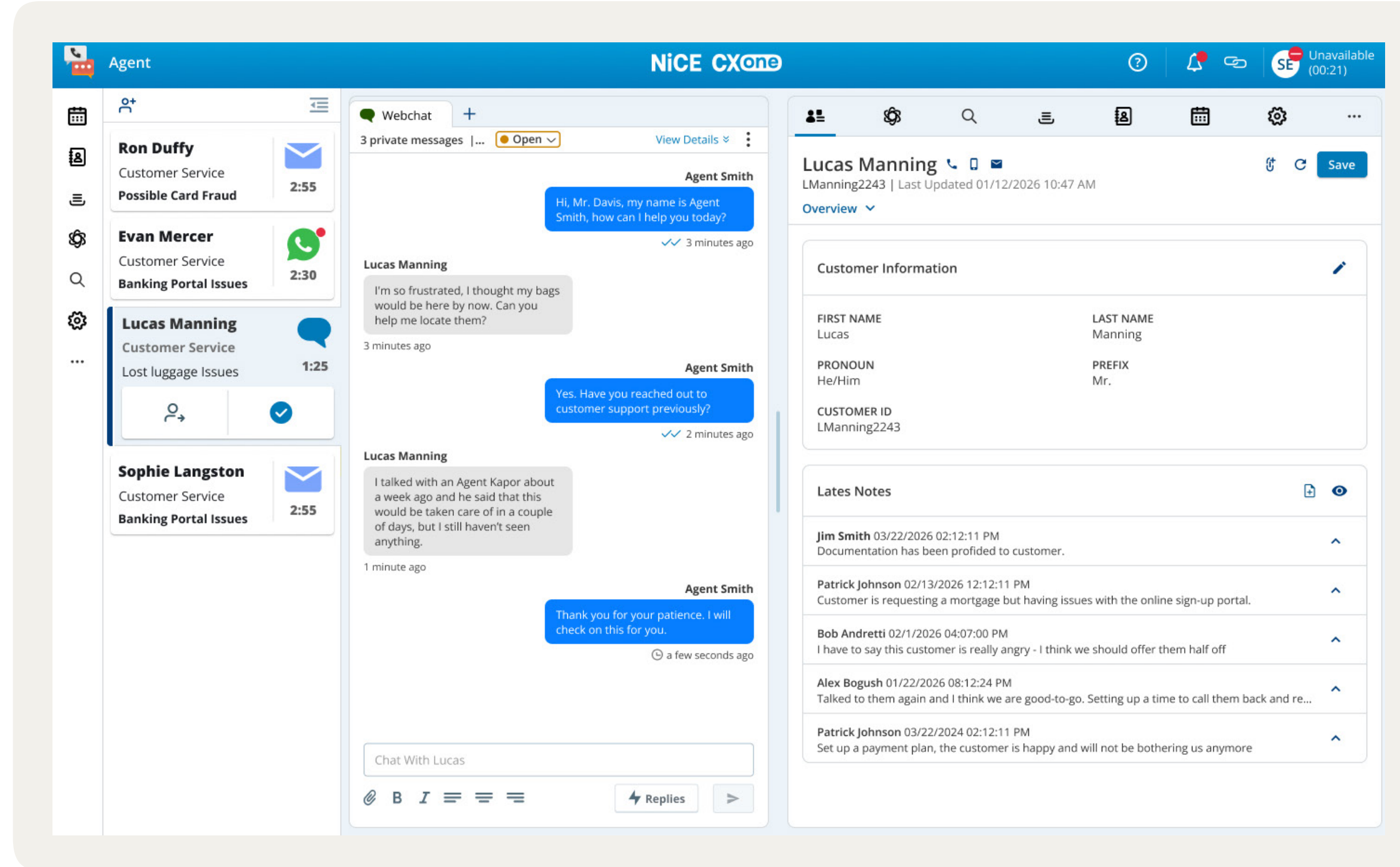


# Agent Workspace Advanced

Empower agents with instant customer insights to personalize every conversation

Agent Workspace Advanced is a contact-center-focused desktop solution designed to provide agents with a unified, omnichannel workspace. It extends the capabilities of CXone 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 and CRMs.

## Key features

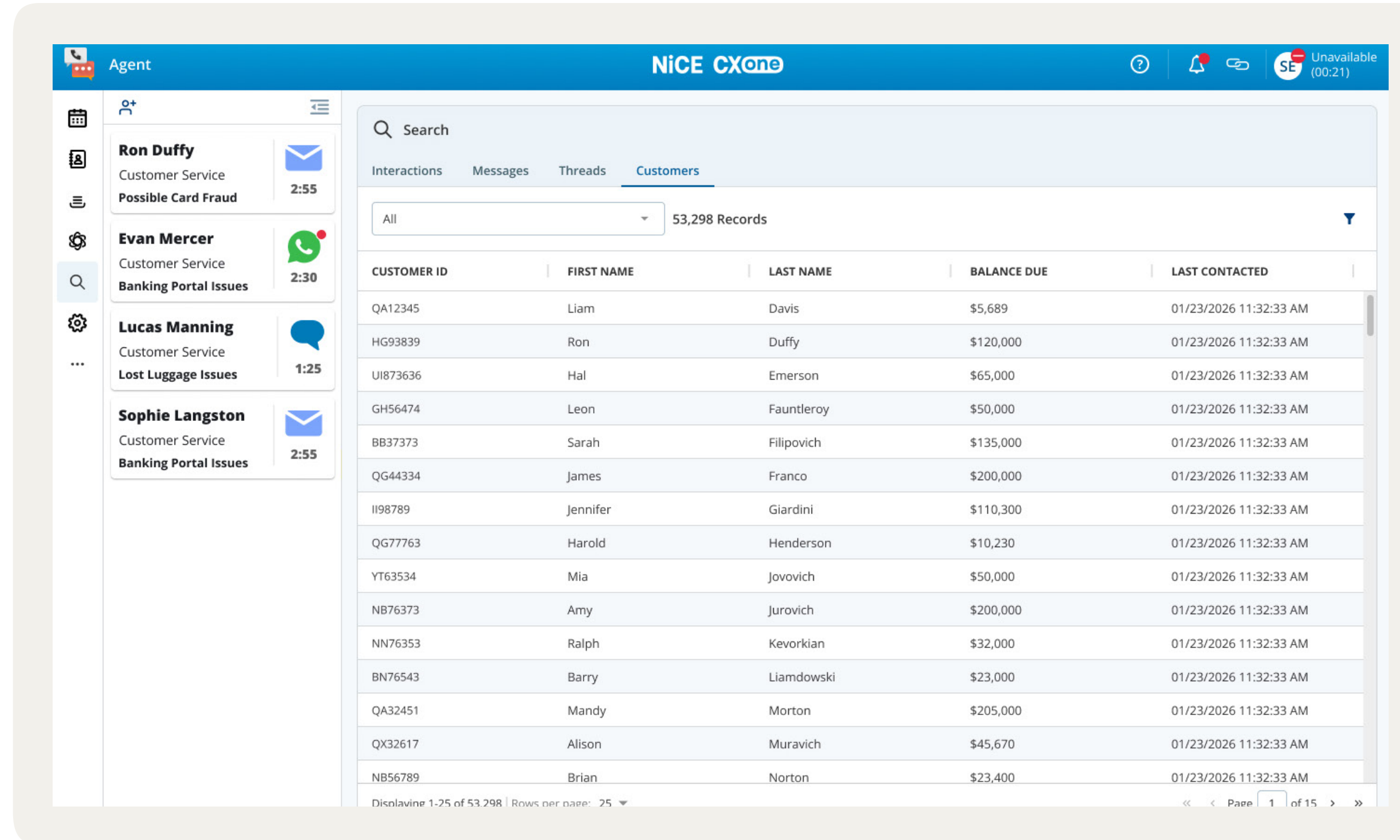
### A centralized database

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.

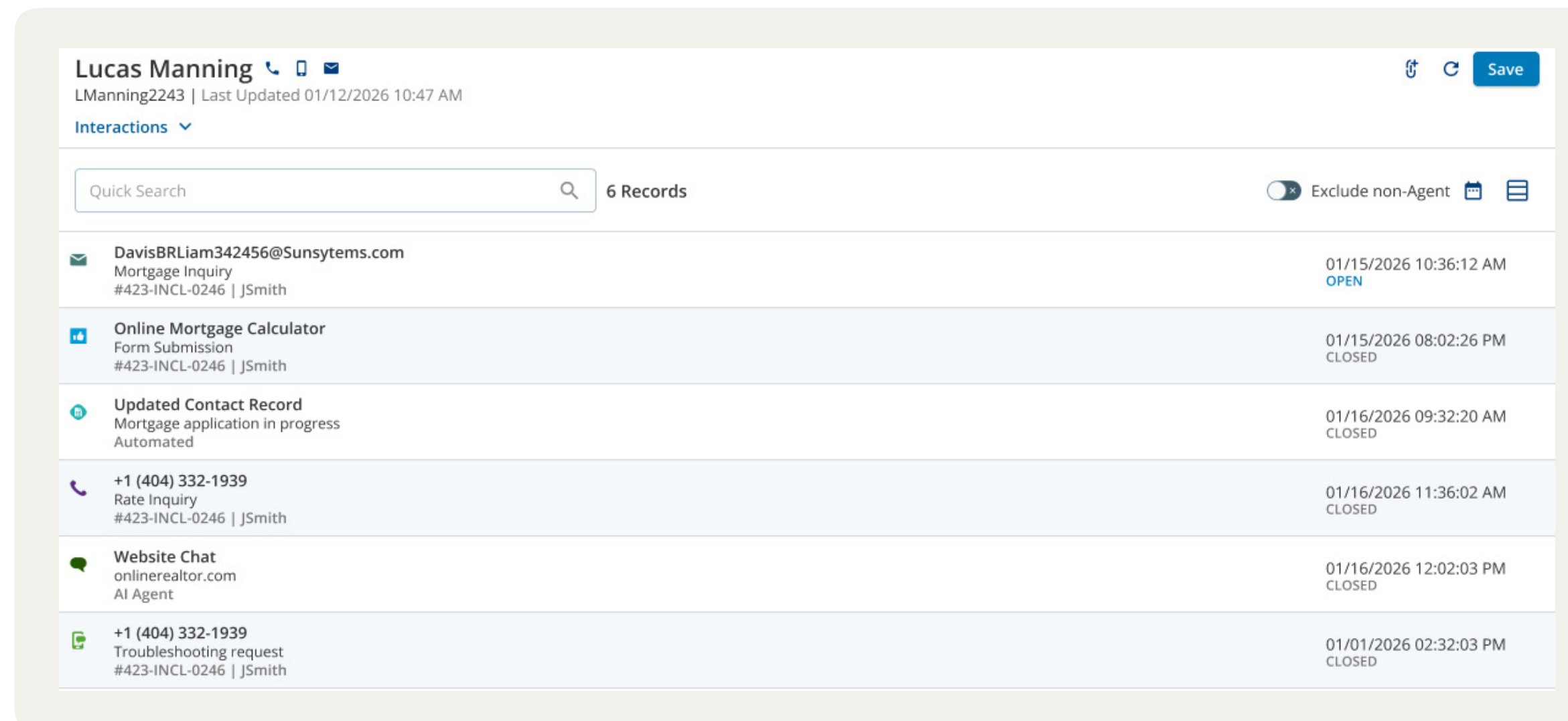
### Unified customer profile & interaction history

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.



The screenshot shows the NICE CXone Agent interface. On the left, there's a sidebar with agent profiles: Ron Duffy (Customer Service, Possible Card Fraud, 2:55), Evan Mercer (Customer Service, Banking Portal Issues, 2:30), Lucas Manning (Customer Service, Lost Luggage Issues, 1:25), and Sophie Langston (Customer Service, Banking Portal Issues, 2:55). The main area displays a 'Customers' list with columns: CUSTOMER ID, FIRST NAME, LAST NAME, BALANCE DUE, and LAST CONTACTED. The table contains 15 rows of customer data. At the top, there's a search bar and a filter dropdown set to 'All' with 53,298 records. The interface also shows 'Interactions', 'Messages', and 'Threads' tabs.

CUSTOMER ID	FIRST NAME	LAST NAME	BALANCE DUE	LAST CONTACTED
QA12345	Liam	Davis	\$5,689	01/23/2026 11:32:33 AM
HG93839	Ron	Duffy	\$120,000	01/23/2026 11:32:33 AM
UI873636	Hal	Emerson	\$65,000	01/23/2026 11:32:33 AM
GH56474	Leon	Faunteroy	\$50,000	01/23/2026 11:32:33 AM
BB37373	Sarah	Filipovich	\$135,000	01/23/2026 11:32:33 AM
QG44334	James	Franco	\$200,000	01/23/2026 11:32:33 AM
II98789	Jennifer	Giardini	\$110,300	01/23/2026 11:32:33 AM
QG77763	Harold	Henderson	\$10,230	01/23/2026 11:32:33 AM
YT63534	Mia	Jovovich	\$50,000	01/23/2026 11:32:33 AM
NB76373	Amy	Jurovich	\$200,000	01/23/2026 11:32:33 AM
NN76353	Ralph	Kevorkian	\$32,000	01/23/2026 11:32:33 AM
BN76543	Barry	Liamdowski	\$23,000	01/23/2026 11:32:33 AM
QA32451	Mandy	Morton	\$205,000	01/23/2026 11:32:33 AM
QX32617	Alison	Muravich	\$45,670	01/23/2026 11:32:33 AM
NB56789	Brian	Norton	\$23,400	01/23/2026 11:32:33 AM



The screenshot shows the unified customer profile for Lucas Manning (LManning2243). The profile includes contact information (phone, email, social media) and a 'Save' button. Below is a list of interactions with columns for the interaction type, details, and status. The interactions are: DavisBRLiam342456@Sunsytems.com (Mortgage Inquiry, #423-INCL-0246 | JSmith, 01/15/2026 10:36:12 AM, OPEN), Online Mortgage Calculator (Form Submission, #423-INCL-0246 | JSmith, 01/15/2026 08:02:26 PM, CLOSED), Updated Contact Record (Mortgage application in progress, Automated, 01/16/2026 09:32:20 AM, CLOSED), +1 (404) 332-1939 (Rate Inquiry, #423-INCL-0246 | JSmith, 01/16/2026 11:36:02 AM, CLOSED), Website Chat (onlinerealtor.com AI Agent, 01/16/2026 12:02:03 PM, CLOSED), and +1 (404) 332-1939 (Troubleshooting request, #423-INCL-0246 | JSmith, 01/01/2026 02:32:03 PM, CLOSED). There's a search bar and a '6 Records' indicator.

Interaction	Status
DavisBRLiam342456@Sunsytems.com Mortgage Inquiry #423-INCL-0246   JSmith	01/15/2026 10:36:12 AM OPEN
Online Mortgage Calculator Form Submission #423-INCL-0246   JSmith	01/15/2026 08:02:26 PM CLOSED
Updated Contact Record Mortgage application in progress Automated	01/16/2026 09:32:20 AM CLOSED
+1 (404) 332-1939 Rate Inquiry #423-INCL-0246   JSmith	01/16/2026 11:36:02 AM CLOSED
Website Chat onlinerealtor.com AI Agent	01/16/2026 12:02:03 PM CLOSED
+1 (404) 332-1939 Troubleshooting request #423-INCL-0246   JSmith	01/01/2026 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.

CONTACT ID	FIRST NAME	LAST NAME	BALANCE DUE	LAST CONTACTED
	Liam	Davis	\$5,689	01/23/2026 11:32:33 AM
		Duffy	\$120,000	01/23/2026 11:32:33 AM
		Emerson	\$65,000	01/23/2026 11:32:33 AM
		Fauntleroy	\$50,000	01/23/2026 11:32:33 AM
		Filipovich	\$135,000	01/23/2026 11:32:33 AM
		Franco	\$200,000	01/23/2026 11:32:33 AM
		Giardini	\$110,300	01/23/2026 11:32:33 AM
		Henderson	\$10,230	01/23/2026 11:32:33 AM
	Mia	Jovovich	\$50,000	01/23/2026 11:32:33 AM
	Amy	Jurovich	\$200,000	01/23/2026 11:32:33 AM
	Ralph	Kevorkian	\$32,000	01/23/2026 11:32:33 AM
	Barry	Liamdowski	\$23,000	01/23/2026 11:32:33 AM
	Mandy	Morton	\$205,000	01/23/2026 11:32:33 AM
	Alison	Muravich	\$45,670	01/23/2026 11:32:33 AM
	Brian	Norton	\$23,400	01/23/2026 11:32:33 AM

# NiCE CXone

### 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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