CXone Mpower Agents

Build Once, Deploy Everywhere

Mpower Agents are purpose-built assistants that do more than just understand. They take action. They're designed to support both your customers and employees with speed and precision.

Inside the CXone Mpower platform, you can create Mpower Agents on demand. Just use natural language to set clear goals. Each one is guided by smart insights and uses reasoning to get the job done. They're built to reduce risk and show exactly where they'll make the biggest impact. You can create an agent in minutes, and it's ready to work across Copilot, Autopilot, and more.

Mpower Agents are built to work across your entire business. Front office. Back office. They connect with all your systems, whether they're your own or from a third party. They handle tasks, complete processes, and collaborate with teams using your data and tools.

Built to work across your business
Focus on what matters most

- Bring teams and tools together to reduce silos and streamline every workflow
- Purpose-driven agents work across channels and systems to act independently and close the loop
- Help agents move faster by connecting front-office actions with back-office follow-through

Automation without complexity
Built simple. Ready to grow

- Create smart agents using natural prompts – no tech skills needed
- One agent, endless reach. It breaks silos and works across every system
- Easily shape the logic, tone, and goals to fit your changing needs

Ready in minutes, powerful for years
Fast to launch. Built to last

- Get up and running in minutes with results you can see from day one
- Agents keep learning – improving every time they step in
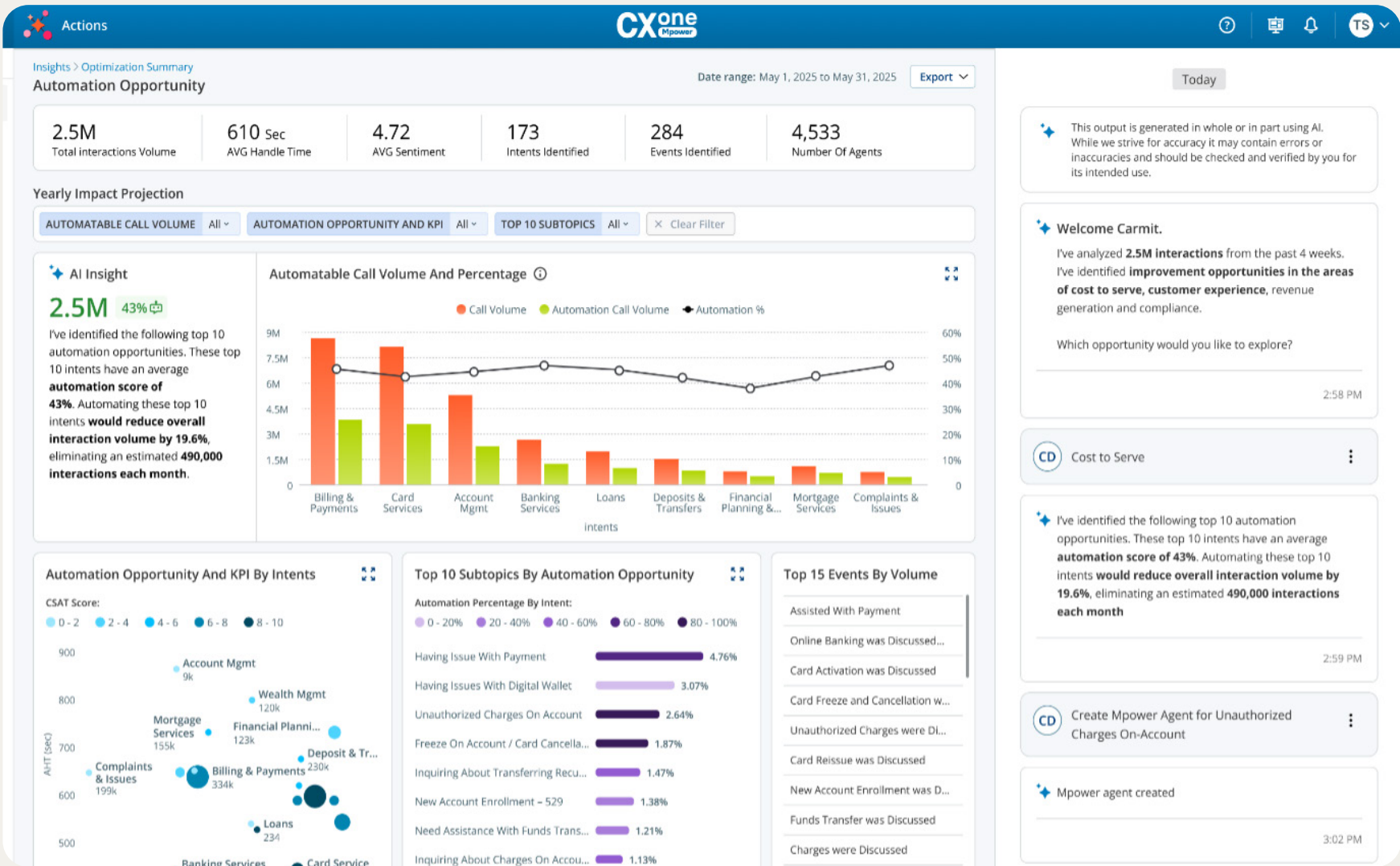- Scale with confidence through built-in feedback, visibility, and control

Benefits

- Unlock high-impact opportunities with data-driven insights
- Create once and scale across your business instantly
- Support employees with smart, always-on assistance
- Automate complex tasks across teams and tools
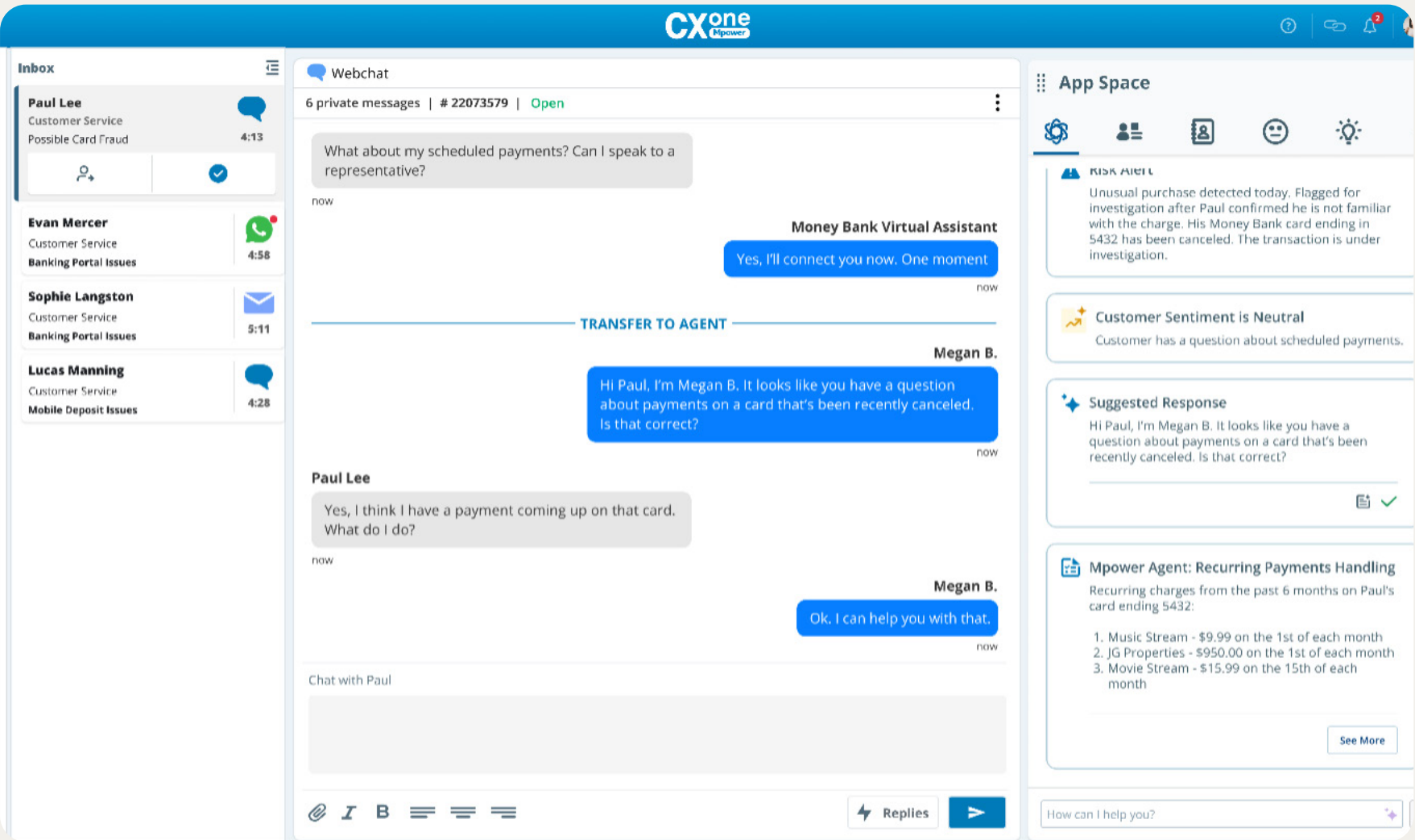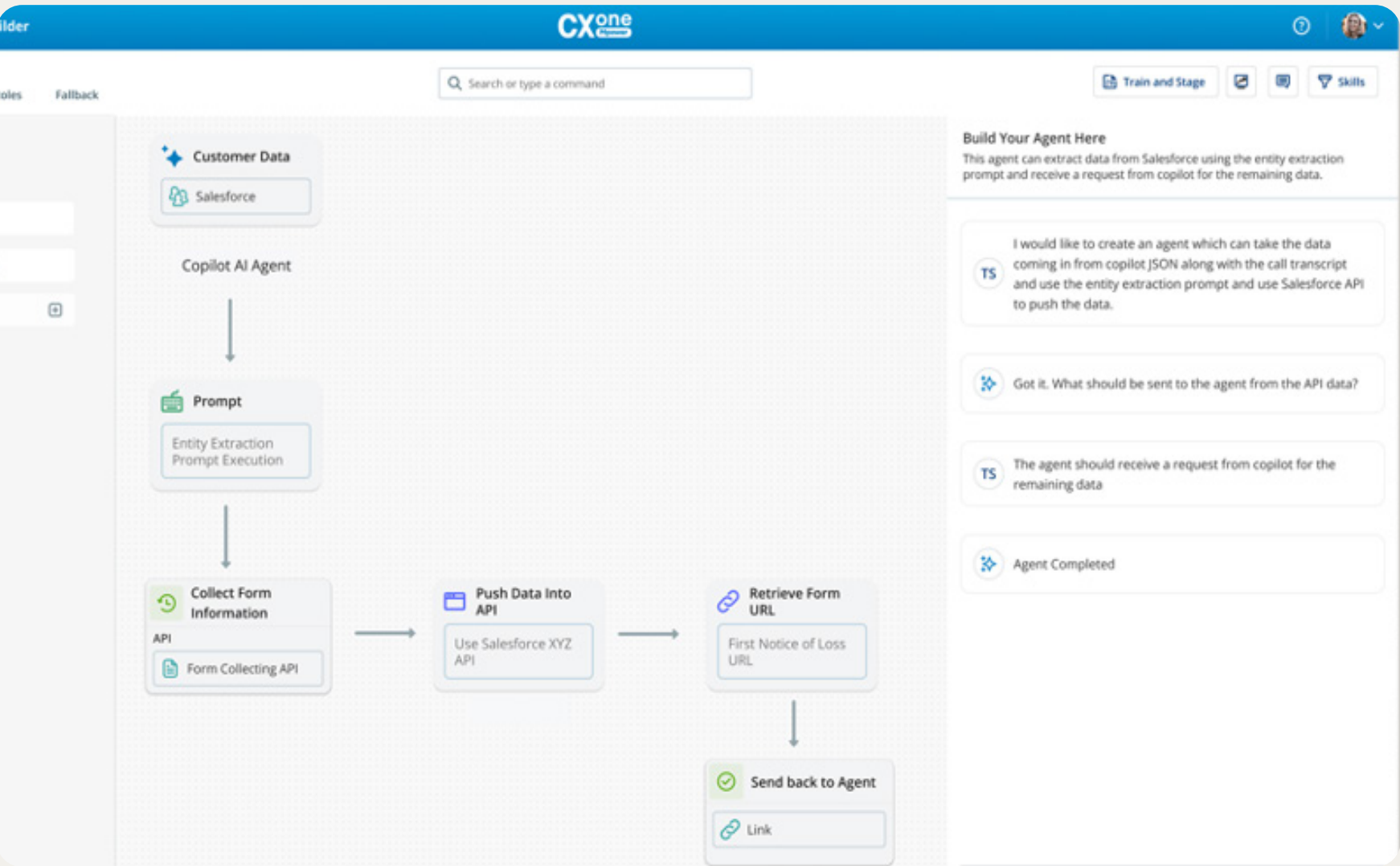- Unify front and back office to elevate every experience

Key features

- Use powerful analytics to find the best tasks to automate
- Deploy seamlessly across Copilot, Autopilot, and more
- Connect easily to all your systems and platforms
- Monitor real-time performance with built-in dashboards
- Learn, adapt, and improve automatically over time

NICE | CXone Mpower

Build once, deploy everywhere

Design Mpower Agents with AI-powered insights that create actionable intelligence based on your organizations' interactions

Build Mpower Agents automatically with a powerful AI Studio and edit using natural language prompts

Deploy Mpower Agents everywhere across your organization with full observability for immediate impact and real-time optimization