

Brochure

NiCE

Engagement Hub



Bring NiCE AI to Any Customer Interaction Platform

Bring together every customer interaction voice, digital, and back-office across your ACDs, CRMs, UCaaS platforms, and more. Engagement Hub connects these environments and enables NiCE AI across them, allowing organizations to apply advanced WEM, analytics, and Copilot capabilities on any interaction.

Engagement Hub connects your existing systems into a unified interaction layer, enabling immediate access to NiCE AI insights, workforce engagement tools, and real-time guidance. Organizations can enhance operations and introduce AI-driven automation across their environment, without replacing their current platforms.

Your platform, your pace

NiCE AI across every interaction



Learn more at [nice.com](https://www.nice.com)

NiCE customer interaction management

Manage voice, digital and back-office interactions in a single place.

- Manage voice, digital, and back-office interactions across ACDs, UCaaS platforms, and CRM systems in a single interaction layer.
- Create a unified foundation for analytics, compliance, and workforce optimization.

Boost productivity with Copilot

- Give agents real-time AI guidance, next-best-action tips, and contextual support across all voice channels.
- Empower supervisors with real-time AI alerts, clear insights into root cause, and tools for guiding their teams, resolve issues, and elevate business results.

Why NiCE

NiCE AI capabilities applied across third-party ACDs, UCaaS platforms, and CRM systems.

A unified interaction layer connecting voice, digital, and back-office communications.

The industry's most comprehensive WEM suite powered by AI.

Proven global scalability across enterprise environments.

Tap into the leading workforce empowerment suite

Start with Engagement Hub and extend NiCE WEM and NiCE AI capabilities across your entire interaction ecosystem, delivering smarter operations and better customer experiences. Manage voice, digital, and back-office interactions across ACDs, UCaaS platforms, and CRM systems in a single interaction layer.

Workforce Management -

AI forecasting, True-to-Interval scheduling, and intraday automation for omnichannel operations.

Quality Management -

AI-powered evaluation, GenAI coaching insights, and full omnichannel coverage.

Performance Management -

KPI dashboards, gamification, and cross-team productivity tracking.

Interaction Analytics -

GenAI conversation insights, automated categorization, sentiment, and compliance detection.

Interactions Hub -

Unified compliance, risk detection, and migrated call management across all audio and digital interactions, powered by AI automation and analytics.





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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Contact us



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