

# NiCE AI Agents for Self-Service

Transform everyday interactions into moments that delight.

NiCE AI Agents for Self-Service are goal-driven, context-aware AI agents that automate and elevate customer interactions, delivering standout experiences that drive customer satisfaction, loyalty, and cost savings. CXone's AI agent management and intelligence tools make it easy to build and deploy AI agents with rapid time to ROI.

Fine-tuned on billions of CX-specific datapoints, NiCE AI Agents are proven, trusted, and transparent, with real-time visibility into operations. They offer natural, multimodal experiences that feel fluent everywhere—on a screen or over voice—and they work autonomously and fluidly, coordinating behind the scenes to turn everyday interactions into resolutions that impress your customers at a lower cost to serve.



## Create experiences that stand out from the crowd

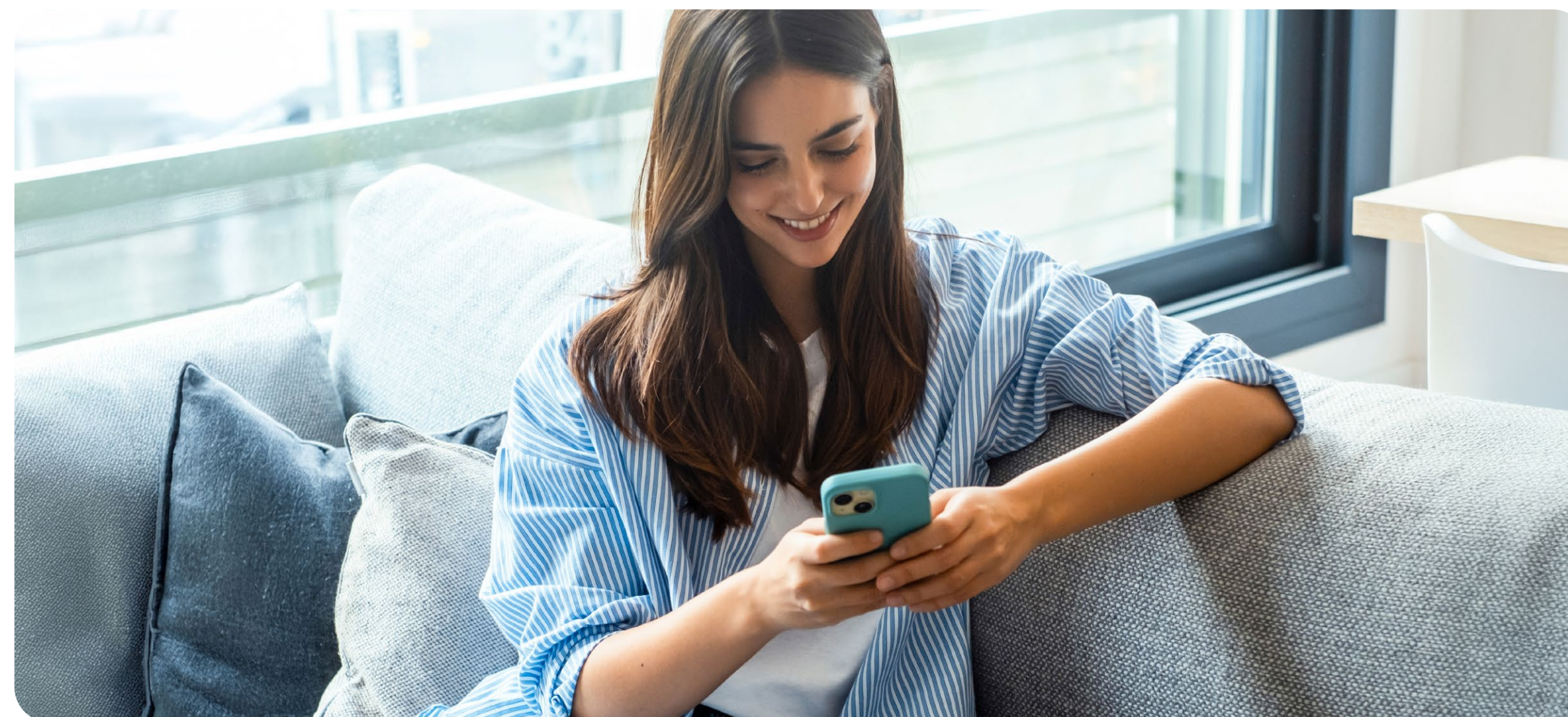
Wow your customers with conversational and agentic AI for frictionless, hyper-personalized experiences

- Conversations feel (or sound) natural, fluid, and humanlike over voice or text.
- Memory, business knowledge, and context allow AI agents to tailor each conversation to the customer's specific needs and journey.
- Multimodal capabilities mean AI agents can communicate over any channel, leveraging multimedia and device capabilities—so they can use whatever means of communication makes most sense for the interaction.

## Resolve customer needs without human intervention

Handle customer needs start-to-finish with goal-driven, autonomous AI agents that work across a unified platform.

- With progressive reasoning, AI agents can reason, adapt, and act independently without knowing the exact next step – grounded in your enterprise knowledge and governed by your business rules and guardrails.
- Multi-agent orchestration coordinates seamless handoff between specialized AI agents for complete resolution of complex or compound intents.
- AI agents can trigger relevant workflow automations, maximizing operational efficiency and connecting front and back office to fully meet each customer's needs.



## Benefits

- Meaningfully improve customer satisfaction and loyalty through fast, personalized, frictionless self-service that's available 24/7, on any channel
- Reduce cost-to-serve and increase containment
- Alleviate overloaded contact centers and prepare for spikes in inbound volume
- Offer modern conversational AI experiences that exceed rising customer expectations

## Key features

- Frictionless self-services experiences that customers love from start to finish
- Personalized, generative AI-driven conversations with memory, relevant context, and connected business knowledge
- Multimodal interactions that can move seamlessly between channels, leveraging multiple media types and modes of communication
- Multi-agent orchestration, with invisible handoffs between AI agents
- End-to-end automation encompassing mid- and back-office tasks
- Continuous, data-driven insights for optimization of self-service intents and flows
- Automatic flow builder using generative AI and AI-driven analytics to turn your customer interaction data into new AI agent workflows
- Intuitive, low-code interface for end-to-end agent lifecycle management with AI-powered tooling, 100+ prebuilt integrations, and limitless customizability

## Turn your data into successful automation

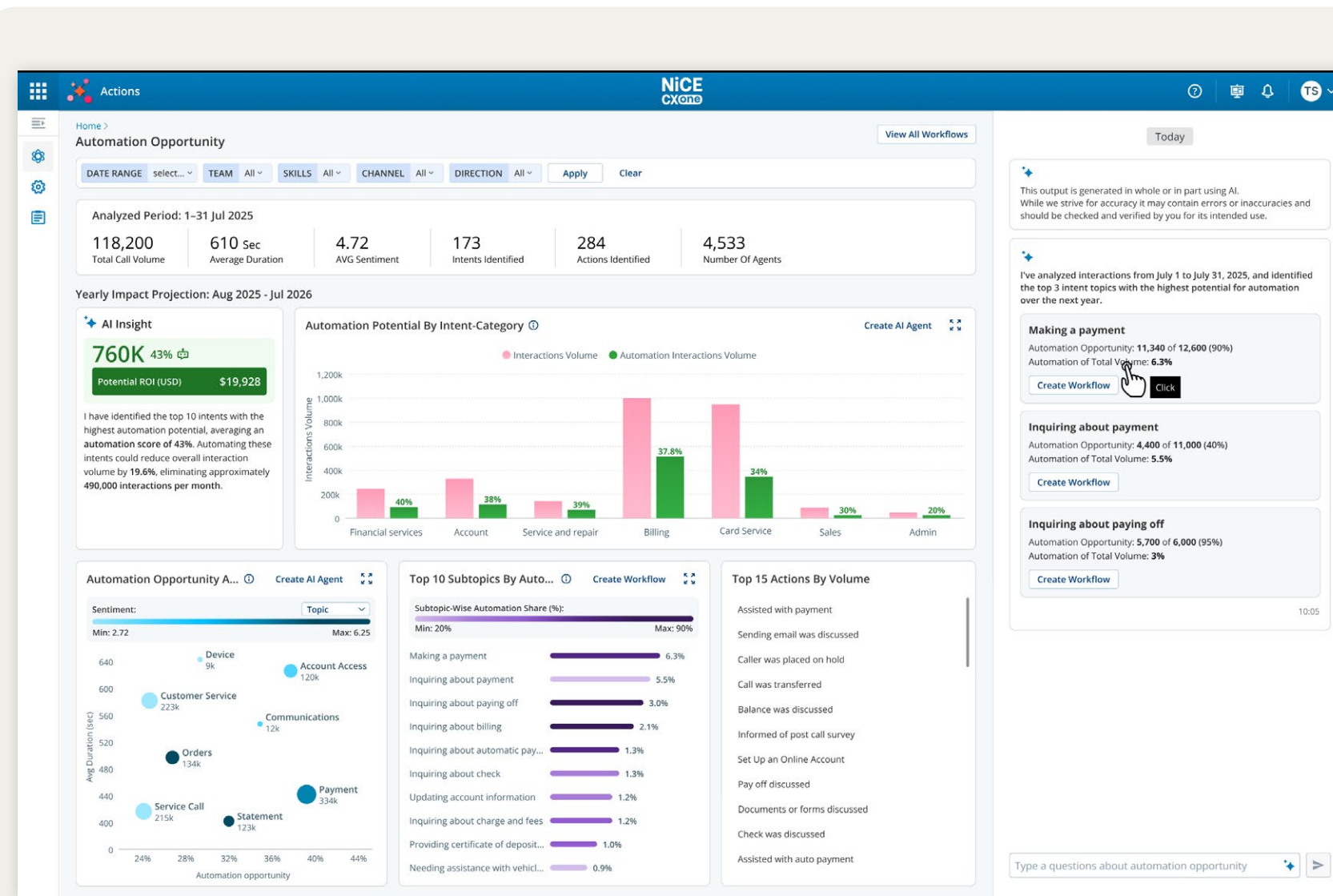
Pinpoint the highest-impact use cases for self-service and continuously optimize automation.

- Take advantage of your most valuable source of customer insights: your interaction data.
- Leverage NiCE's specialized customer experience AI models to identify top automation opportunities based on contact volume and ease of automation.
- Start with the most high-impact use cases and continuously optimize self-service as customer needs and processes shift over time.

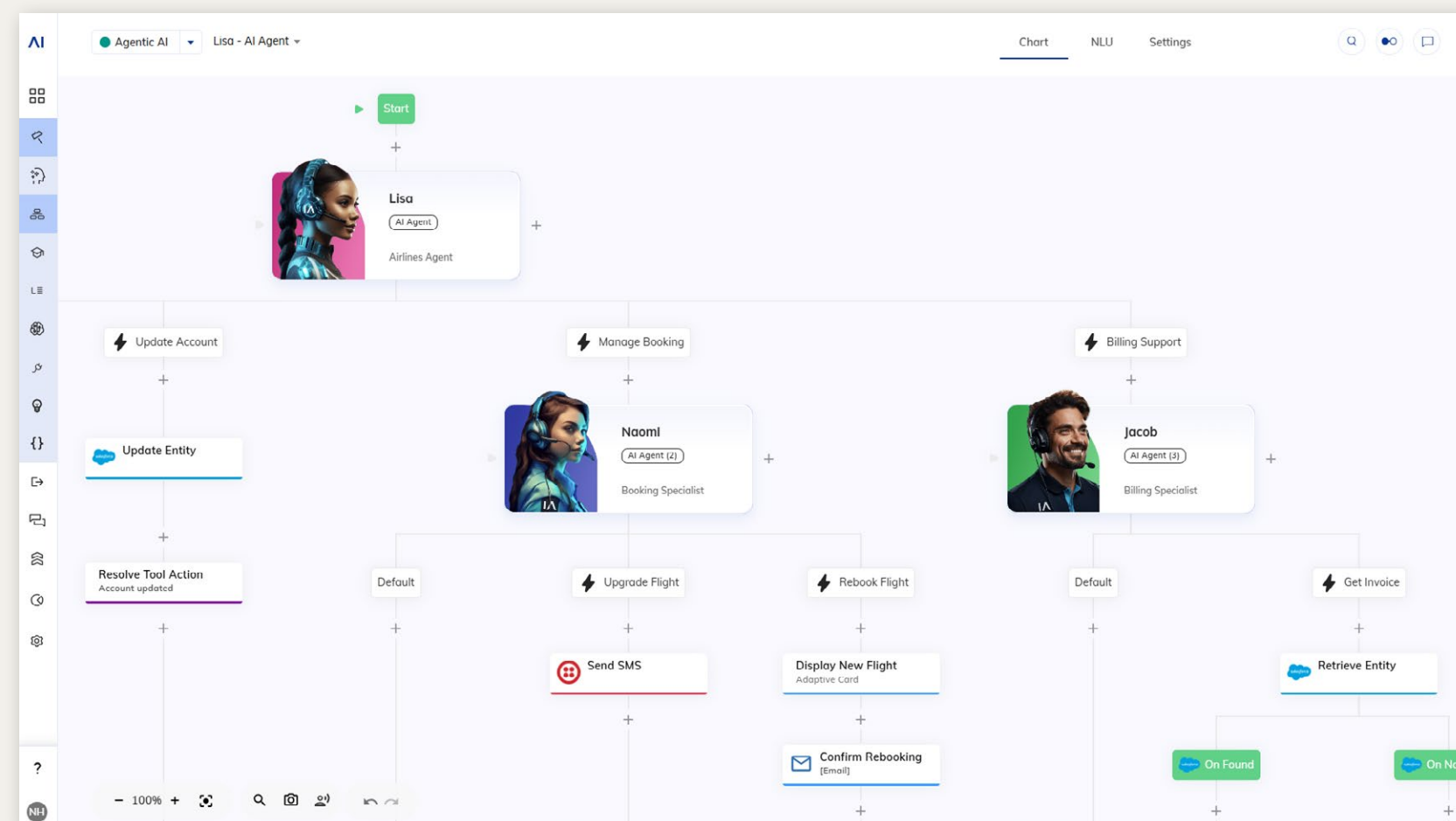
## Accelerate time-to-ROI with confidence

Make an impact faster with AI that's trusted, proven, and quick to deliver results.

- Get started quickly with intuitive agentic prompting, out-of-the-box agents across verticals, and a user-friendly interface tailored to both developers and non-technical business users.
- Generate new AI agent flows with just a few clicks, leveraging your interaction data, AI-driven analytics, and large language models.
- Have full trust in your AI agents with complete visibility into day-to-day AI agent operations and a proven track record of successful deployments.



Identify top automation opportunities.



Seamless multi-agent orchestration ensures customer needs are fulfilled and experiences are fast and frictionless.



SD Create an AI Agent to handle billing & payments related queries

Your AI Agent for "Billing & Payments" is ready.

View AI Agent 11:42

Test 1 Billing & Payments-Orche... Chart NLU Settings

Start

Parker (AI Agent) Routing AI Agent

update\_payment... process\_payment... adjust\_payment...

AI Agent Handover AI Agent Handover AI Agent Handover

End

AI Agent Preview

Intent Name: Billing & Payments  
AI Agent: Parker  
PROJECT NAME: Project A  
Publish to Cognigy AI

Review the automatically generated agentic flow before publishing to Cognigy AI

Caller Authentication Agent

Job Description  
You verify the identity of customers before proceeding with any requests to ensure security and prevent fraud.

Job Instruction  
Confirm the caller's identity by verifying their first name, last name, and phone number against the account profile. Utilize the last four digits of their SSN, zip code, or answer security questions if further validation is needed to ensure authenticity.

Tool - 1  
Tool Name: get\_customer\_details  
Tool Description: Use this tool to retrieve customer account details.  
Cognigy Nodes: Placeholder Node, Resolve Tool Action  
Placeholder Value: API to retrieve account profile.  
Parameters: accountNumber, firstName, lastName, phoneNumber

Tool - 2  
Tool Name:

284 Events Identified 4,5 Num

Automation %

Type a question for data insights

Generate new AI agents using AI-driven analytics, LLMs, and your interaction data

Hi, my car has broken down and I need some help

I'm sorry to hear that. Can you please share with me your location?

Share location

Clara B

Lotte Plaza Market at Edison

Your location  
I-287 S, Edison, NJ 0887, USA  
SHARE

Pick your seat

	A	B	C	D	E	F
5	\$	\$	\$	\$	\$	\$
6	\$	\$	\$	\$	\$	\$
7	\$	\$	\$	\$	\$	\$
8	\$	\$	\$	\$	\$	\$
9	\$	\$	\$	\$	\$	\$

Seat 06A Total Price: \$0.00

CONFIRM

Seat selected

Great! I have reserved seat 6A for you.

To protect your privacy, please choose a verification method

Face ID Touch ID SMS

Verification completed

NiCE AI Agents can use any media type, channel, or device capabilities to resolve customer issues.

NiCE

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.

[www.nice.com](http://www.nice.com)

Contact us

