

# Accelerate revenue growth with a CX AI platform

NiCE



# 69%

of companies report that using AI has provided benefits, with an average of 20% to 32% improvement in key metrics (including revenue growth) by using AI.



AI for Business Success  
2025-26 study,  
Metrigy Research



**Increase revenue, retention, and sales opportunities with AI-driven customer engagement. >**

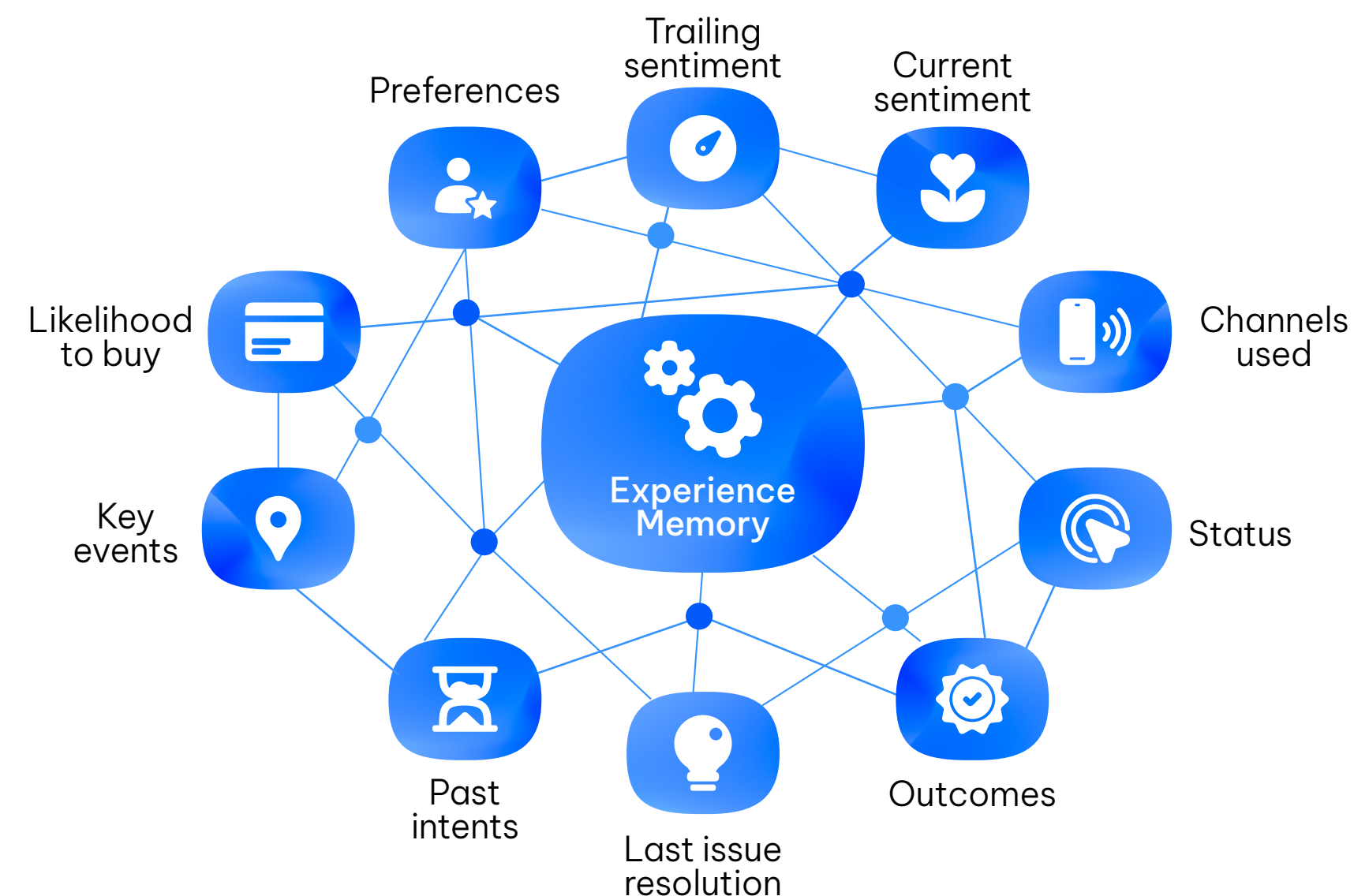


# Drive sales revenue with AI-driven connections

Connect each customer to the best available skilled employee for a personalized, frictionless customer experience.

- Choose from multiple intelligent routing modes to assign interactions based on skills, contact priority, and agent proficiency.
- Don't wait for customers to reach out; reduce inbound interactions by contacting them first.
- Make changes in minutes when you need to redistribute workloads across teams and keep things moving.

## Speed service and sales with highly personalized routing



### Real impact, real results

  
Vera Bradley

**70%**  
reduction  
in call  
abandonment

[Read more](#)

  
MONEY MANAGEMENT  
INTERNATIONAL

**42%**  
self-service  
deflection rate  
for eCheck  
payment calls

[Read more](#)

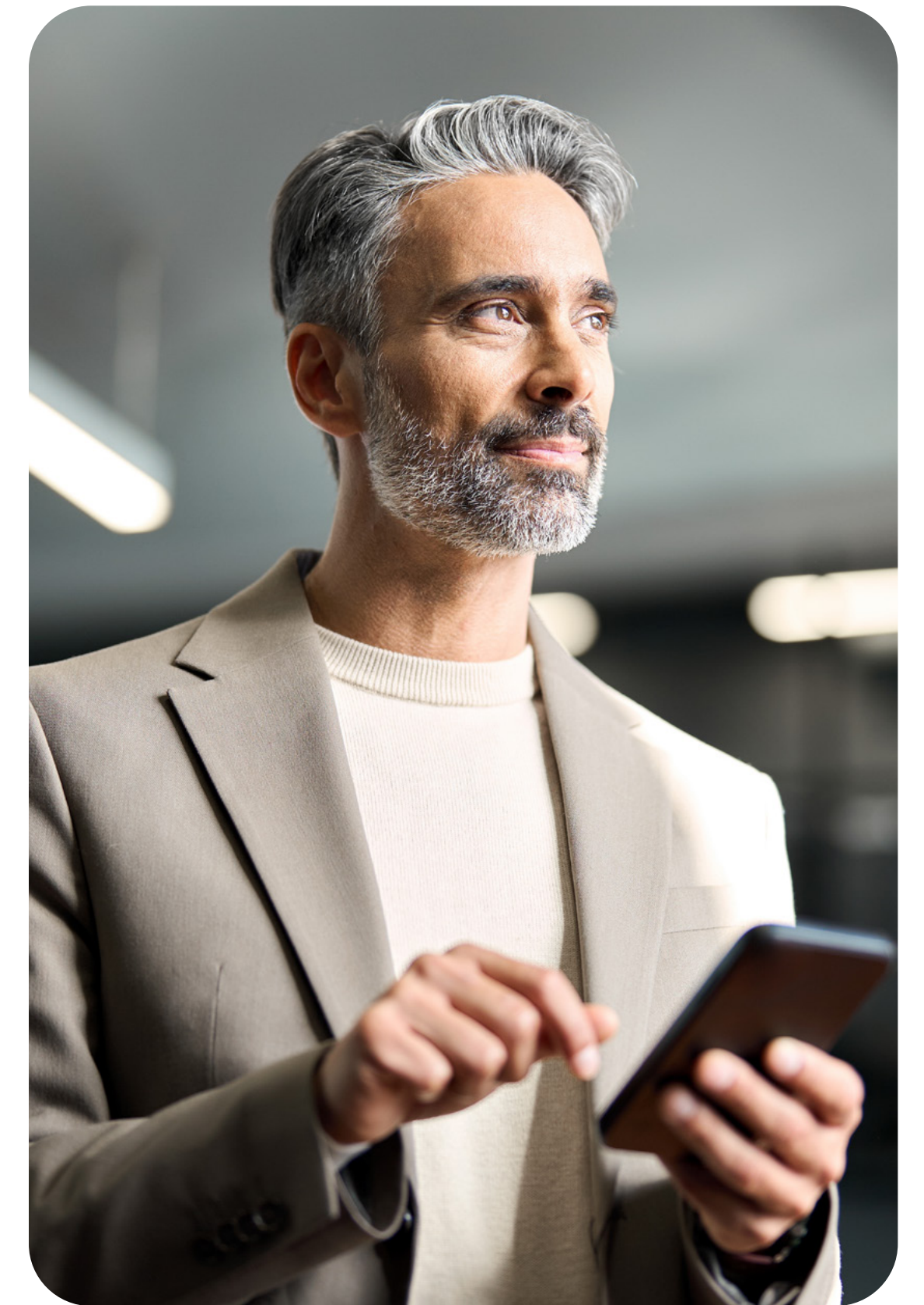
  
FEDPOINT

**20%**  
decrease  
in average  
speed  
of answer

[Read more](#)

### The NiCE difference

NiCE makes every connection count. Real-time AI routing evaluates unlimited signals and predicts the best match—at scale—so you consistently raise target KPIs while delivering frictionless experiences across 30+ channels.



“AI routing aligns our customers and agents in a way that creates **an experience that differentiates us** and makes the customer appreciate the relationship with us.”

**VP Forecasting and Financial Excellence**  
Fortune 50 Media Company



# Boost revenue with outbound engagement

Empower your team with proactive outbound omnichannel campaigns that improve renewal and retention rates, boost customer engagement, and simplify lead generation—all with robust compliance controls that safeguard businesses from legal risks.

- Blend voice and digital outreach for more successful engagement with customers.
- Blend inbound and outbound to increase efficiency and reduce inbound calls.
- Automate omnichannel campaigns to increase conversion rates and generate customer loyalty.

## Proactive outbound delivers real business impact



Customer relationship and growth



Financial engagement



Proactive customer care



Customer experience enhancement



Customer acquisition and awareness

## Real impact, real results

completeRECOVERY

mobile mini SOLUTIONS

Travel company

<2 days for remote campaign launch

46% increase in sales orders

20% improvement for sales operations

Read more →

Read more →

More stories →

## The NiCE difference

Send the right message to the right group of customers at the right time for optimal impact with AI-powered list management, lead qualification, and profile segmentation.



“The technology has helped transform our contact center operations, including **productivity improvements of up to 20%** for our sales operations.”

**Travis Markel**  
COO Arrivia



# Increase revenue per call with specialized AI copilots

Give employees highly-personalized guidance in real time on precise behaviors needed for an immediate positive impact on sales outcomes.

- Agents see everything they need to shine—customer intent, sentiment, and history—all in one glance.
- Deliver just-in-time recommendations designed to drive immediate results for upsell/cross-sell.
- Score specific sales soft-skills automatically across 100% of interactions to drive impact on revenue.

## Sales skills that influence sales velocity



Make a connection



Be empathetic



Overcome objections



Demonstrate ownership



Presumptive close



Ask for the sale



Uncover needs

## Real impact, real results



**15%**  
increase  
in revenue  
per call

[Read more](#) →



**95+%**  
of sales calls  
answered

[Read more](#) →

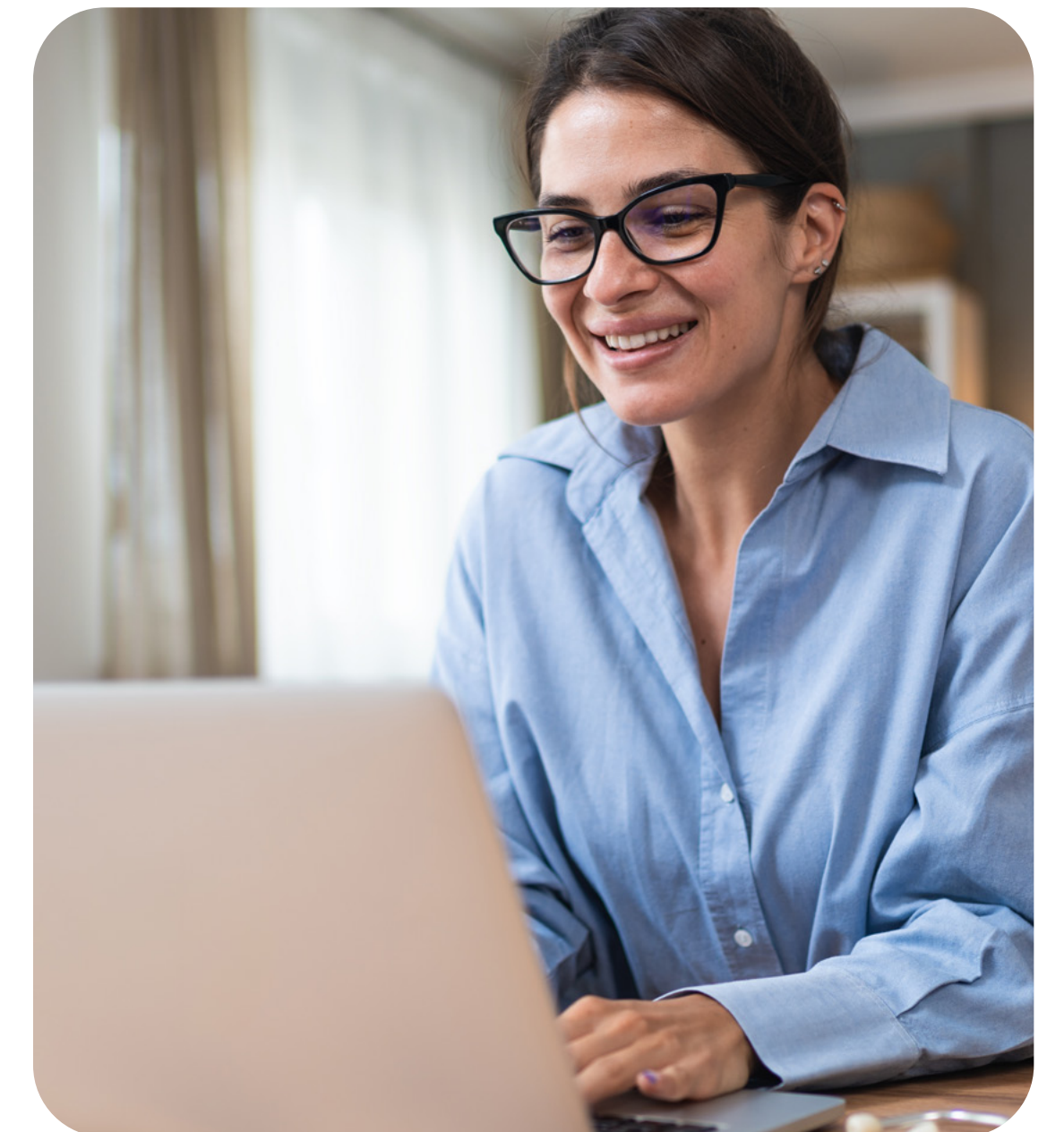


**6%**  
increase in  
cross-selling  
revenue

[More stories](#) →

## The NiCE difference

Domain-specific AI boosts sales momentum by analyzing every interaction and providing employees with proven guidance to overcome objections, make a connection, uncover a need, and other critical skills necessary to meet revenue targets.



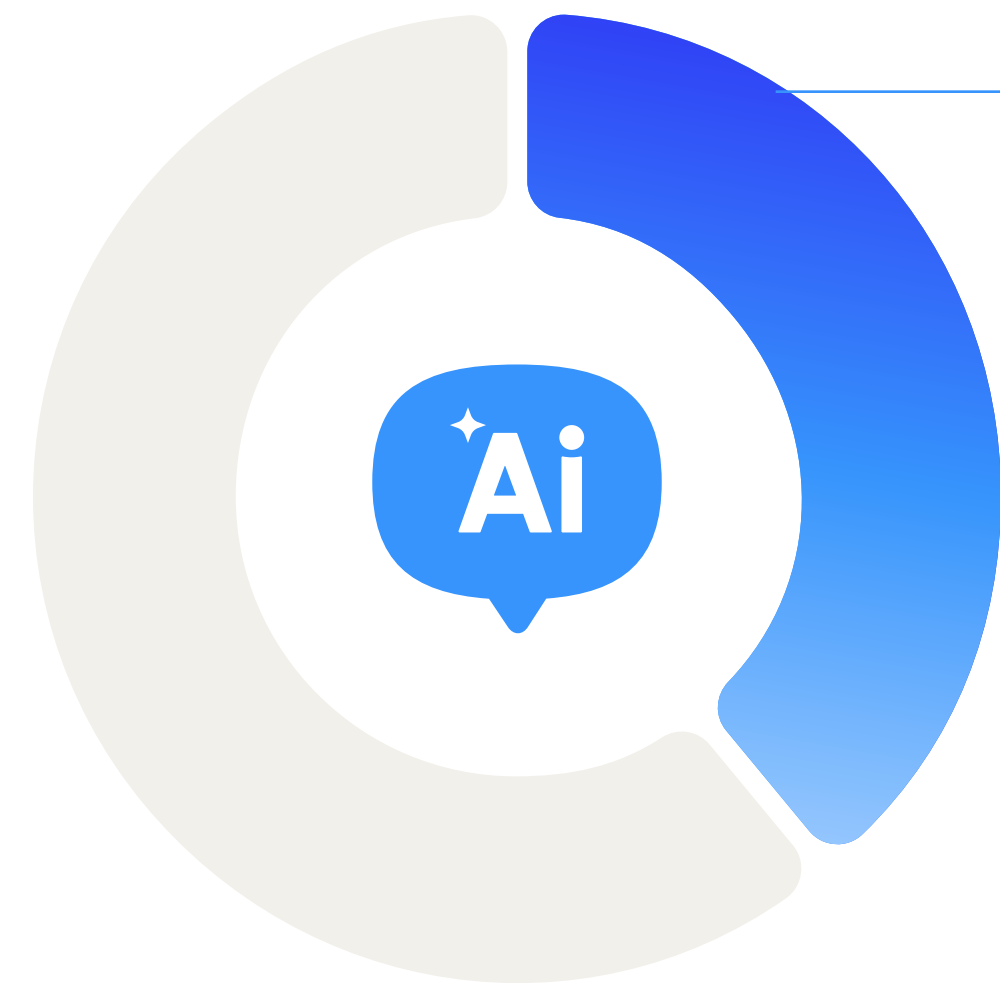
“Visionary enterprises are redefining customer experiences, leveraging internal insights and external assistance to navigate complexity. These organizations are building foundations for unprecedented growth and setting the pace for the industry. CX leaders need to recognize the future belongs to those who boldly embrace **AI’s transformative power in customer experience management.**”



# Drive satisfaction and cost savings with AI agents for proactive engagement

Engage prospects at the right moment with personalized, AI-driven interactions. By anticipating customer needs and proactively offering relevant solutions, AI agents shorten sales cycles, increase conversion rates, and enhance customer satisfaction—all while reducing manual effort for sales teams.

- Boost conversion rates by initiating timely, tailored outreach that resonates with each prospect's unique profile and buying signals.
- Shorten sales cycles by automating follow-ups and delivering the right information instantly, enabling faster decision-making and closing deals sooner.



**39%** of North American CX professionals report AI-led automation has increased proactive issue resolution in their contact center.

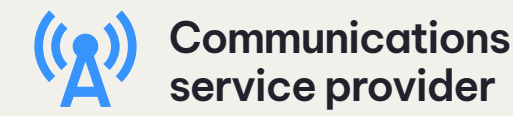
The State of Digital CX 2024: Survey Analysis, Omdia

## Real impact, real results



**10%** increase in loan bookings

[Read more](#)



**22%** increase in dollars owed received

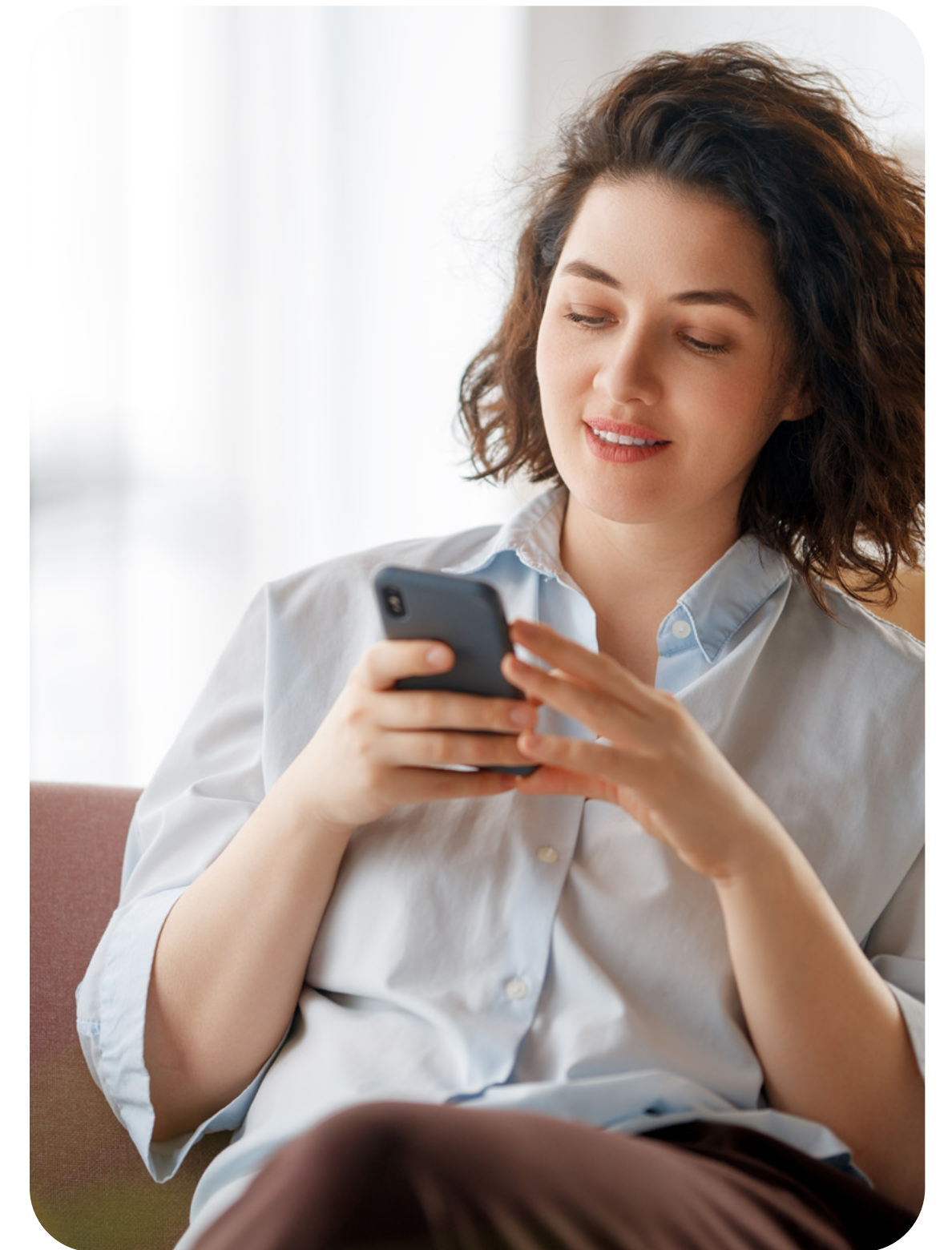
[Discover more success stories](#)



**78%** increase in sales visit completion rate, driving revenue growth

## The NiCE difference

Achieve a lower cost to serve and greater customer lifetime value by automating proactive outreach throughout the customer journey with conversational AI.



“These agents seamlessly handle complex engagements while remaining fully compliant, driving exceptional and immediate customer experiences. In just four months, our **book rate for enabled channels has increased by 10%**, which has far surpassed our forecasts.”

**Director of Direct Lending**  
Canadian Bank



# Inside our unique approach: Everything you need for AI-first CX

NiCE CXone

## Engagement Orchestration

### Orchestrate end-to-end customer engagement

- Omnichannel Engagement
- Workflow Orchestration
- Voice Services

**>20B** Interactions  
orchestrated annually

## Workforce Empowerment

### Empower workforce productivity

- Workforce Engagement Management
- Copilots

**>1M** Human agents  
on the platform

## Agentic Experience Automation

### Automate experiences with AI agents

- Conversational AI and Agentic Platform
- Knowledge Management

**>6B** Interactions  
automated annually

## CX AI Platform

### One unified AI platform built for CX transformation

- Seamless engagement
- Connected intelligence
- Open ecosystem
- Trust and observability

**>25K** Brands  
trust NiCE



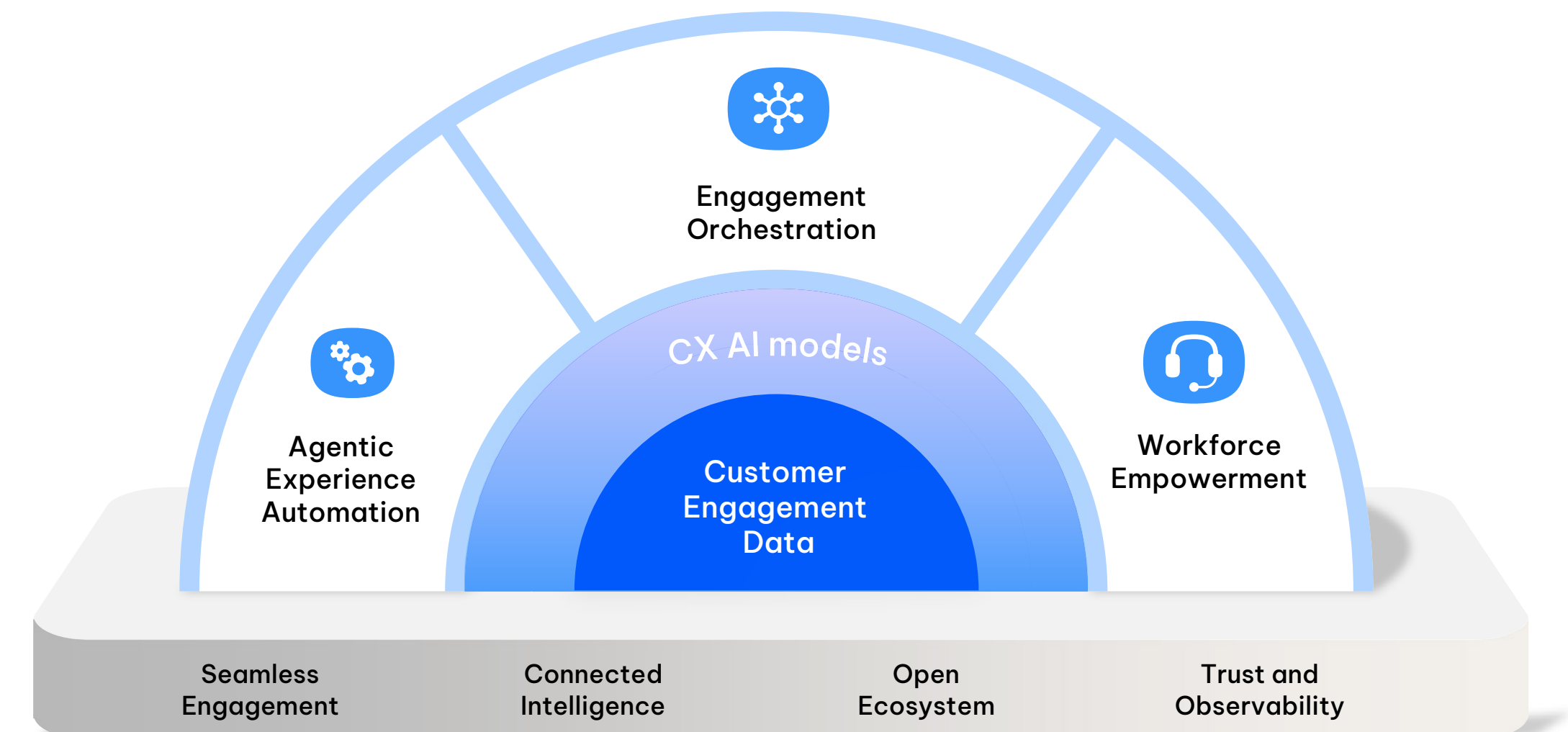
# Empowering enterprises for the AI-first future of customer experience

NiCE CXone is the CX AI platform for orchestrating human and AI agents to automate experiences, empower the workforce, and accelerate smarter experiences at every point of engagement.

Built for the AI-first enterprise, NiCE unifies an AI-ready data foundation, connected systems, and customer experience on one platform, turning data into intelligent action across your business.

Only NiCE securely combines generative and CX-specific AI with contextual memory to deliver automation that's proactive, trusted, and always improving. Open and extensible by design, NiCE simplifies legacy complexity and empowers leaders to turn CX into a strategic engine for enterprise growth, efficiency, and innovation.

**NiCE CXone**



# Experience the NiCE advantage for your business

Watch the demo here



## 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

