

Maximize  
operational  
savings and  
performance with  
a CX AI platform



**NiCE**



# 12%

of agents' time is lost to information searches, translating to \$1.2M a year for just 200 agents.

Aberdeen Research



Turn efficiency into savings with  
**AI-driven customer engagement.** ➔



# Optimize employee time and manual effort with **automated summaries**

Replace manual notetaking with objective, reliable and contextually-accurate generative AI summaries to boost employee productivity and reduce costs.

- Turn incomplete, scattered notes into clear, concise summaries that eliminate manual effort and save time.
- Provide full context for the next agent with accurate and complete records that enable seamless customer experiences.
- Integrate seamlessly with third-party systems (e.g., CRM, ERP, ticketing) and trigger automated workflows based on summary data.

## Before



### Manual Note

“CX James Smith 25854116585852/ concerned about missing pymnt/DM researched/no record in acc/informed no posted/prms cb”

## After



### Automated Summary

The agent offered a bill of credit which Mr. Smith declined. The call ended with negative sentiment after the agent promised to call back, leaving the issue unresolved.

## Real impact, real results



**90%**  
reduction in agent after call work

[Read more](#)



**\$1M**  
reduction in cost of after call work

[Read more](#)



**10%**  
savings in labor costs

[Read more](#)

## The NiCE difference

NiCE combines domain-specific AI for CX with GenAI and the support of large language models (LLMs) to produce highly accurate and detailed automated summaries for every interaction.



“Ensuring agents are satisfied and empowered in their roles is critical to delivering the timely and effortless experience that customers expect. AI users **achieve a 5.5 times greater year-over-year increase in employee engagement.**”

**Aberdeen Research,**  
CX Leaders Agenda Survey



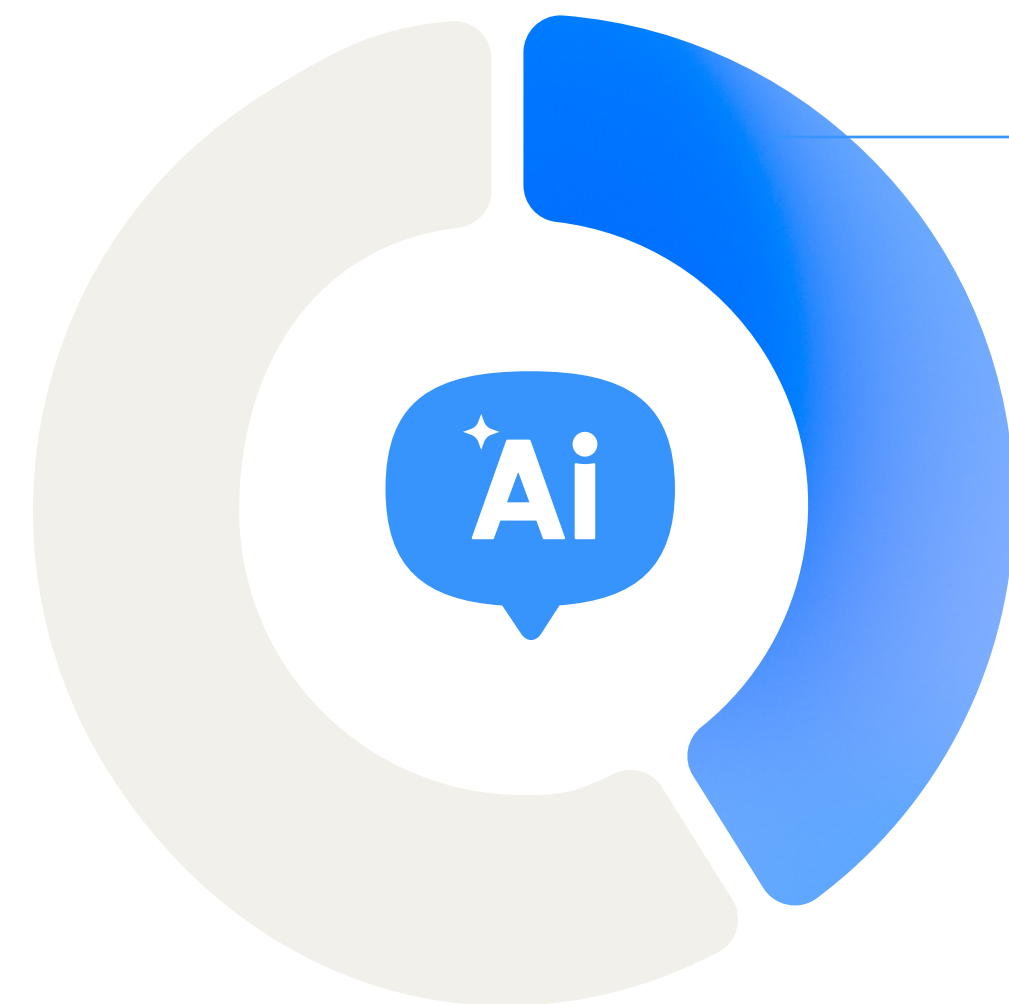
# Cut the wait, not the corners, with AI agents for self-service

AI agents handle repetitive questions fast and accurately so conversations move forward and issues get resolved, not rerouted.

Scale support without adding pressure, even when demand spikes. Costs stay predictable. Customers get answers on their terms, across voice and digital channels, around the clock.

And when intent shows up on your site, AI agents step in at the right moment, guiding actions, completing tasks, and stopping drop-offs before they happen. The outcome is simple: less load on your teams, more resolved interactions for customers, and operations that actually scale.

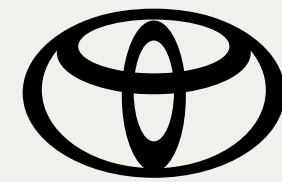
## Boost operational efficiency with AI agents



AI resolved **41.1%** of interactions without requiring live agent support, underscoring the effectiveness of AI in managing a significant portion of customer inquiries autonomously.

Metrigy Research Corp, AI for Business Success, 2024

## Real impact, real results



**95%**  
book directly  
with the  
AI agent

[Read more](#) →

**essent**

**2M EUR**  
annual  
savings with  
agent copilot

[Read more](#) →

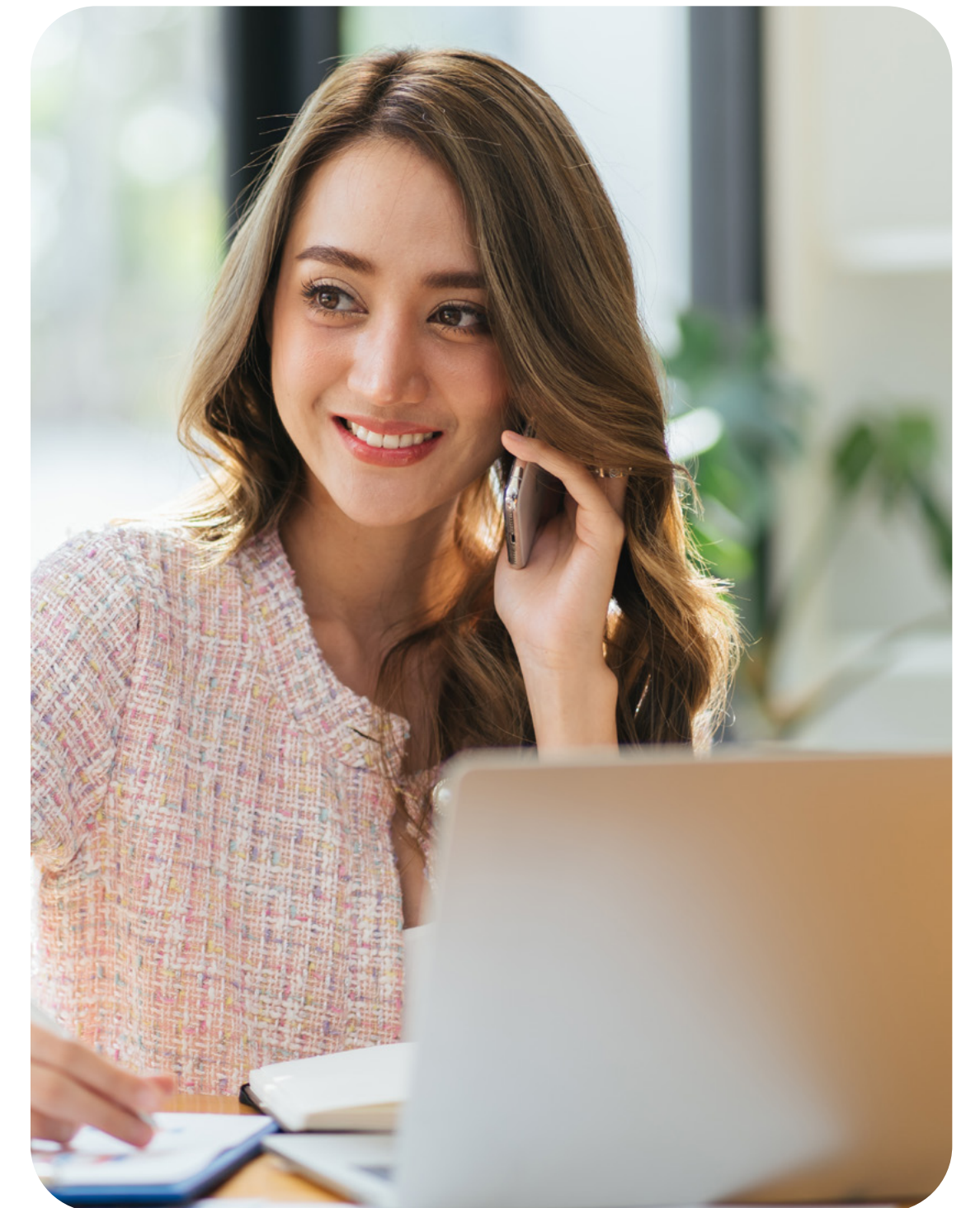
**aegea**

**80%**  
reduction  
in CSR  
escalations

[Read more](#) →

## The NiCE difference

Leverage conversational data and historical customer interactions with your top-performing human agents to train AI agents and ensure the most effective self-service delivers the best customer experience from day one.



“The future of customer experience lies in AI-driven self-service that learns and evolves. By distilling the essence of the best human interactions, we create virtual agents that understand, empathize, and resolve with unparalleled efficiency. This isn’t just automation; it’s the art of **replicating human excellence at scale to drive success and ROI.**”

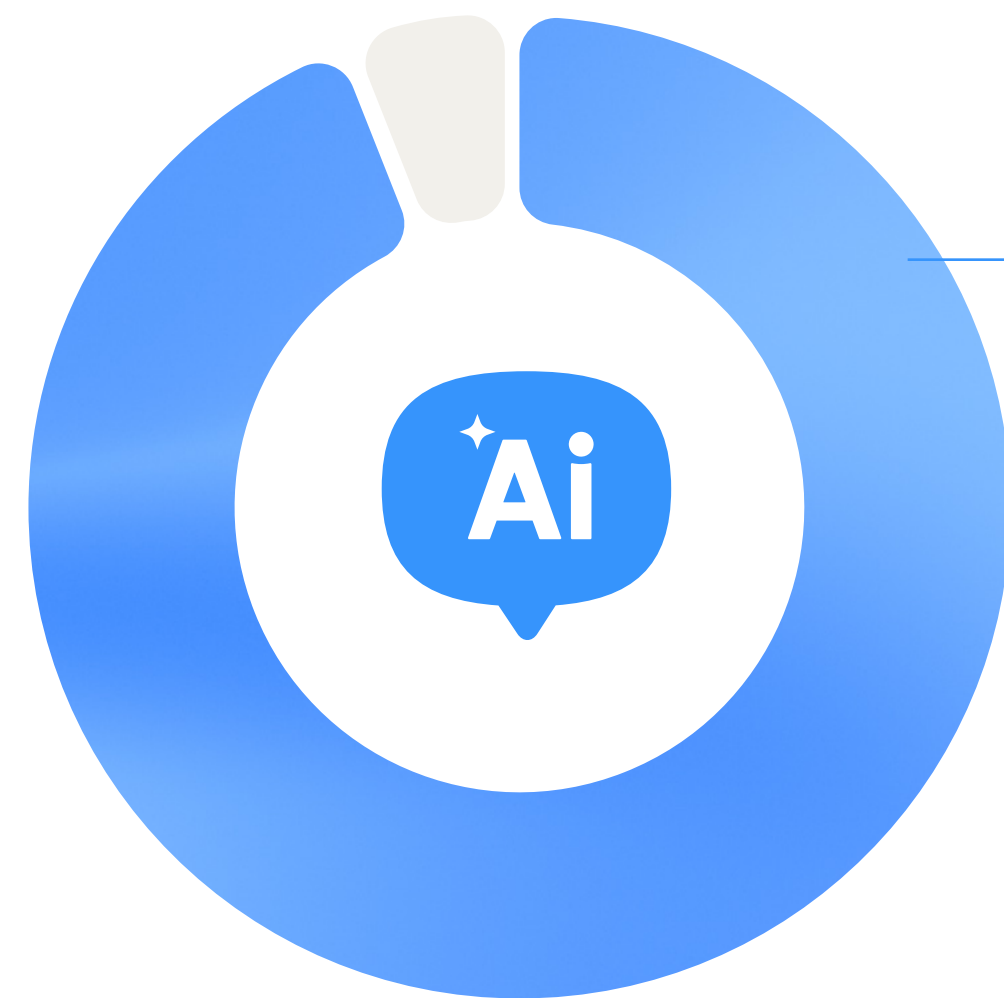
Opus Research



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

Drive customer centricity and engagement efficiency by proactively connecting with customers. Deliver fully-automated conversations to achieve milestones in their journey and manage next steps without a human agent.

- Automate confirmation of upcoming events, like deliveries and appointments, and management of next steps, like scheduling.
- Engage customers across days, weeks, months, or years and fulfill their needs without the need for human agents.
- Drive cost savings by automating common customer journeys with over 30 industry-specific AI agents for financial services, healthcare, telco, utilities, and more—all trained out of the box.



Organizations that utilize proactive engagement enjoy **94%** greater YoY decrease in service costs.

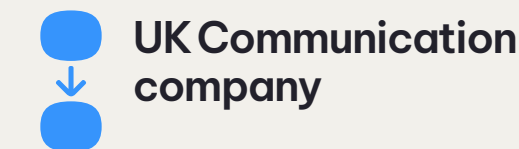
Aberdeen Research

## Real impact, real results



**10%**  
boost in loan bookings

[Read more](#) →



**95%**  
of 14.5M customer journeys per year are automated

[Discover more success stories](#) →



**14%**  
reduction in unnecessary truck rolls

## The NiCE difference

Leverage all business data, including third-party systems like CRMs and ERPs, to provide context, intelligently trigger proactive engagement with customers, and execute actions on their behalf, increasing efficiency and minimizing effort for all.



“We’re seeing a 50% reduction in appointment cancellations, pre- or on the day, due to customers being more engaged and aware of what to expect from our engineers.”

### Chris Herbert

Director, Customer Service – Service Delivery, Openreach



# 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



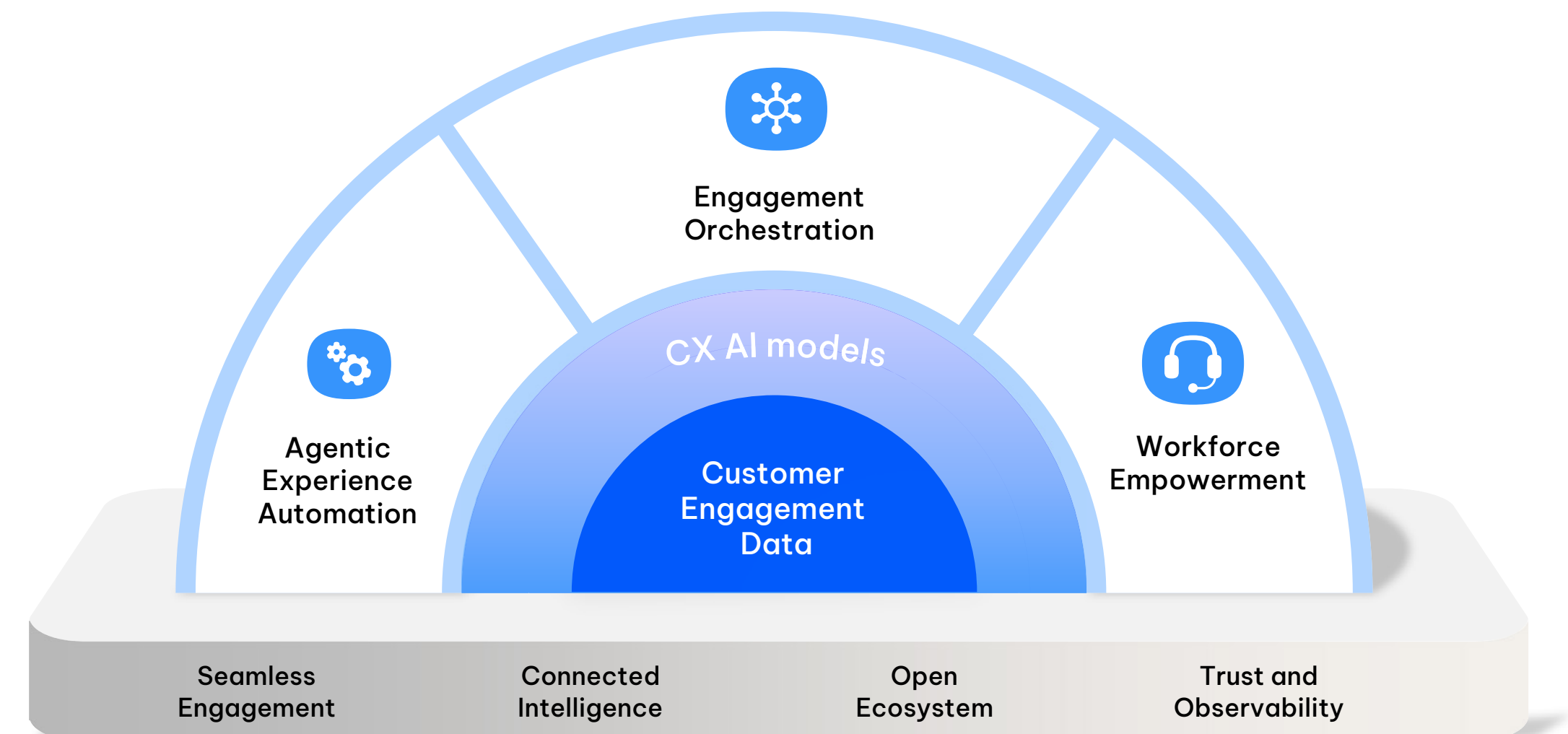
# Empowering enterprises for the AI-first future of customer experience

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

