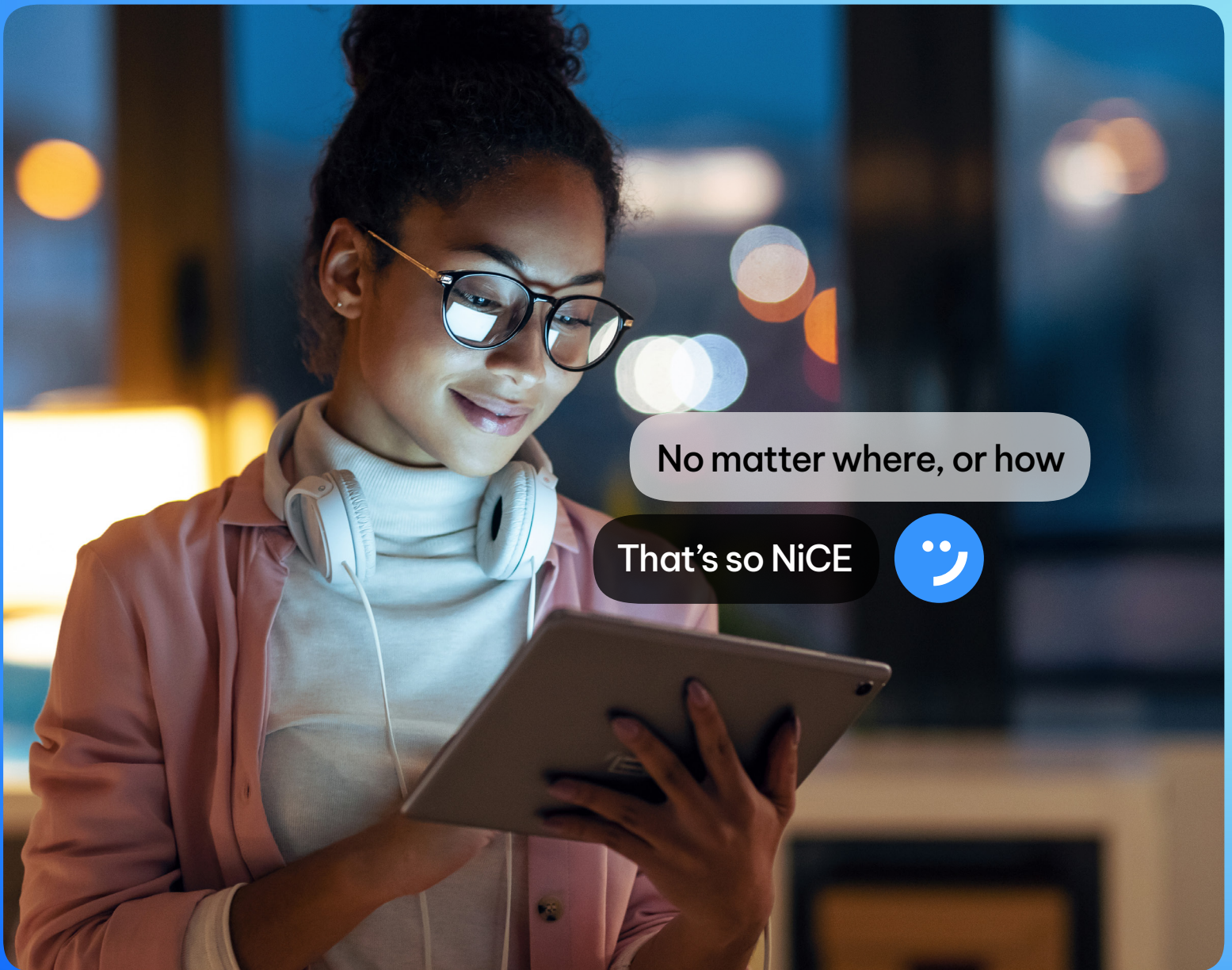


NiCE

Automated Summary

Save on costly manual agent notetaking



No matter where, or how

That's so NiCE



Automated Summary delivers objective, reliable, and contextually accurate agent summaries.

Contact center agents who are required to manually summarize customer interactions often struggle to accurately and consistently capture the most important information about each interaction. Spending on average one minute per summary, and then multiplied over millions of interactions, this task is not only time-consuming, but costly to your organization.

Agents either place customers on hold to complete the summary, causing customer frustration and increasing the AHT, or they devote time after the call when they could be focusing on more value-driven tasks.

Even when notes are taken, they may be incomplete, inconsistent, or miss critical customer sentiment or intent. To address this, Automated Summary now provides a powerful suite of AI-driven features that support agents not only after interactions but also during them. Real-time summary displays a continuously updating view of the conversation as it unfolds, helping agents stay focused and accurately capture the flow of the interaction across both voice and digital channels.

At the same time, LLM-powered sentiment analysis detects and displays customer emotion (whether positive, neutral, or negative), along with the reasons behind it. This enables agents to better manage tone, respond empathetic ally, and escalate when necessary. If a call needs to be transferred, Automated Summary automatically generates a transfer summary so the next agent has immediate context. This reduces repetition for the customer and improves overall resolution time.

If the most important facts about an interaction are missed or omitted, your organization is missing the opportunity to deliver a seamless experience.

Using an extensive array of purpose-built AI models delivered by out-of-the-box and GenAI technology, Automated Summary reduces costs, improves productivity, and provides relevant information to the next agent, enabling seamless customer experiences, causing experience levels in most industries to decline.



Benefit from 100% automated notetaking



Improve agent productivity



Reduce costs



Boost CX and EX

“Automated Summary’s ability to accurately summarize what happens during every call is exactly what we have been waiting for. The agents also like that it saves them hours of manual typing over the course of a week.”

Director of customer experience,
healthcare provider

The agent dashboard display

Save time and capture meaningful, objective customer-agent information. View the data-driven narratives within seconds of each call.

The screenshot displays the NICE CXone interface for a call with Liam Davis. The call is identified as 'Inbound Voice' with the number '253-895-8956'. A green badge indicates 'Autosum Completed'. The 'NOTES' section contains a summary of the call: 'The customer requested a new insurance card for their daughter, mentioning their employment with the company. The agent confirmed the policy number and offered assistance with ordering the cards. The agent provided a delivery timeframe of 10 business days. They also informed the customer about eligibility for a covered annual physical. The issue was resolved successfully. Customer sentiment was positive.' A 'Save' button is located at the bottom right of the notes area.

Deliver summarized actions based on structured AI and generative AI technology.



Identify key outcomes from AI-based models to monitor commitments. Agents can edit the notes if needed.



Measure customer satisfaction with AI-based sentiment scoring.



Capture customer intent and integrate into your analytics program.



Monitor live updates of conversations using real-time summaries directly on the agent screen.



View customer sentiment indicators and reasoning with LLM sentiment analysis to respond with emotional intelligence.



Instantly view transfer summaries to seamlessly continue conversations without requiring customer repetition.



Realize cost savings

Improve operational efficiency with Automated Summary. It relieves agents from the time-consuming, inaccurate task of manual notetaking, providing substantial savings to an organization, as well as boosting customer satisfaction. Derived from 20+ years of industry experience using the most comprehensive and expansive interaction dataset in the world, these models predict the outcomes – resolution, escalation, churn risk, etc., – for each interaction with high accuracy. The results inform the next step of an interaction in the customer journey – whether it's hours, days, or months ahead – and create an overall better experience for your customers. Automate Agent Summaries with the power of GenAI. Automated Summary's scalable solution analyzes calls in real-time using an extensive array of out-of-the-box, purpose-built AI for CX models. These models identify intents, actions, outcomes, and customer sentiment. This structured automated summary data is then processed using GenAI and delivered in a summary format seamlessly to the Agent application and/or a CRM system. Incomplete, scattered notes are suddenly turned into clear, concise agent summaries that save time and improve the customer experience.



Out-of-the-box solution

Realize immediate value, no training data models required



Deploy in any environment

Use with any CRM or transcription source



Built to scale with customer needs

Ability to ingest growing data sets for any industry required



Continuous improvement

Self-learning to meet both current and future needs

Drive complete performance

Automated Summary uses structured data to compose an objective analysis consistently for every interaction. As a result, it can be operationalized by other applications to provide exceptional experiences, including the ability to:

- **Orchestrate the perfect customer journey**

Provide contextual information to the next agent to ensure a seamless journey.

- **Optimize the complete performance**

Use summary data as part of a comprehensive analytics program to ensure promised actions and outcomes, such as callbacks, have been scheduled.

- **Provide readily available agent summaries**

Save time by eliminating agent CRM searches for previous summaries from past interactions with easily accessible notes.

- **Improve agent empathy and precision with real time visibility into sentiment and customer history.**

To learn more about CXone Mpower Automated Summary, visit <https://www.nice.com/products/automated-summary>

Summary of benefits



Reduce costs



Eliminate agent frustration



Increase customer satisfaction



Lower AHT and ACW



Improve agent productivity



Deliver real-time support, insights, & continuity across agents



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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