

AI-powered call screening intelligence

Optimized for iOS 26
Siri call screening

Stay ahead of the new call experience

With [iOS 26](#), Apple introduced Siri-based Call Screening that answers unknown calls, prompts callers to state their purpose, and transcribes responses in real time for the recipient. Read more about that change, and best practices to handle it, in our recent overview document: [iOS 26 Call Screening & NiCE Outbound Engagement Overview](#).

NiCE addresses this new reality with AI-powered detection and intelligent outbound controls—ensuring your campaigns remain effective, optimized and compliant as ever. We developed advanced capabilities to identify when calls are intercepted by auto-attendants. Once enabled, you can configure at the campaign level whether these calls should be:

- transferred directly to an agent for live verification; or
- handled through automated logic based on your business strategy.

Using pattern recognition trained on thousands of real interactions, the NiCE system immediately analyzes the connected audio and classifies the call path with **90%+ accuracy**.

Main capabilities:

1. Real-time AI call classification

Advanced AI and Large Language Models were trained to analyze the connected call audio to quickly and accurately distinguish between:

- Live human callers
- Voicemail / answering machines
- Siri or third-party AI screeners
- Undefined scenarios

This enables precise routing and decision logic during outbound campaigns.

2. Intelligent screener engagement

When Siri or another call screening system is detected:

- A configurable business-purpose message is delivered
- The message is transcribed in real time by iOS
- The transcription is displayed directly on the recipient's device

Your business purpose becomes visible before the call is accepted.

3. Automated outbound optimization

NiCE Outreach supports a variety of outbound dialing modes, providing:

- Seamless workflow execution
- Campaign-level configuration
- Intelligent call handling logic

4. Compliance-aware engagement framework

NiCE Outreach was designed to support responsible outbound strategies:

- Voice-based interaction (not SMS transmission)
- Client-controlled business-purpose messaging
- Clear separation between Automatic Telephone Dialing System (“ATDS”) and prerecorded message considerations

5. Extended engagement window

Even if the call is declined:

- The screening message remains visible in call history and stored in the inbox
- Customers can review and return the call
- Engagement potential continues beyond the initial attempt

Optional. Intelligent.

Ready for iOS 26

That's so NiCE



Intelligent business-purpose message delivery

When Siri is detected:

- A pre-configured business-purpose message is played
- The message is recorded and transcribed by iOS in real time
- The transcription appears instantly on the customer's screen
- The customer can accept or decline the call

Even if declined, the screening message remains visible in the call history, extending your engagement window.



Built for compliance and convenience

NiCE provides the technology, while clients control the message.

- No SMS—this is for voice interactions transcribed by iOS
- AI model trained on pattern recognition, not protected personal data
- An optional feature after enablement
- Fully configurable
- Designed for outbound calling modes
- Supports TCPA-compliant outbound strategies

Main capabilities

1. Real-time AI call classification
2. Intelligent screener engagement
3. Automated outbound optimization
4. Compliance-aware engagement framework
5. Extended engagement window



How it works

1. Outbound call is initiated.
2. AI identifies human, machine or Siri screening.
3. If Siri is detected, the system plays the business-purpose prompt.
4. iOS transcribes and displays the message.
5. Customer accepts or declines.
6. Campaign logic continues based on the outcome.

Optional. Intelligent. Ready for iOS 26.

Fortify your outbound strategy with AI-driven screening intelligence designed for the next generation of customer engagement.

Benefits

- **Increase contact effectiveness** by engaging customers who screen unknown calls.
- **Improve callback & conversion rates** by revealing your purpose up front.
- **Reduce operational risk** by accurately detecting humans, voicemail, and AI screeners.
- **Future-proof outbound strategy** by adapting to evolving device-level screening technologies.



NiCE CXone

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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