

NICE Enlighten XO

Analyzes conversations to build effective self-service



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NICE Enlighten XO is purpose-built AI for CX that analyzes conversations to build effective self-service, taking the guesswork out of digital interactions. Built from the largest dataset of historical conversational data from voice and text interactions, AI identifies and understands customer intents, utterances, agent tasks, and workflows across all channels to prioritize top automation opportunities.

Realize faster results and develop new self-service capabilities using in-depth insights from out-of-the-box AI models. Optimize agent tasks with bots built to increase digital resolutions, reduce effort for customers, increase the value of agent interactions, and decrease costs across your entire organization.

START WITH DATA, NOT A WORKSHOP

Take the guesswork out of self-service development

- Gain cross-channel intelligence using holistic view of data from employee-assisted voice and chat interactions
- Uncover training phrases based on customers' real-life language for specific insights into each customer's needs for every self-service intent
- Harness data from live interactions to improve self-service channels

AUTOMATE EFFECTIVE RESOLUTION FASTER

Prioritize the most impactful opportunity first

- Pinpoint the best opportunities for automation, optimize the ideal flow, and build self-service applications – fast
- Adapt self-service to match your changing business needs
- Upgrade digital channels, including chatbots, to resolve more complex issues with higher customer satisfaction

INCREASE SELF-SERVICE SUCCESS

Valuable insights, effective results

- Respond quickly to customers' evolving needs and optimize your self-service channels with continuous feedback
- Discover the highest-value automation opportunities with intelligence from live voice and chat interactions
- Create data-driven self-service flows for truly intelligent virtual agents that can handle inbound contacts with optimal workflows

KEY FEATURES

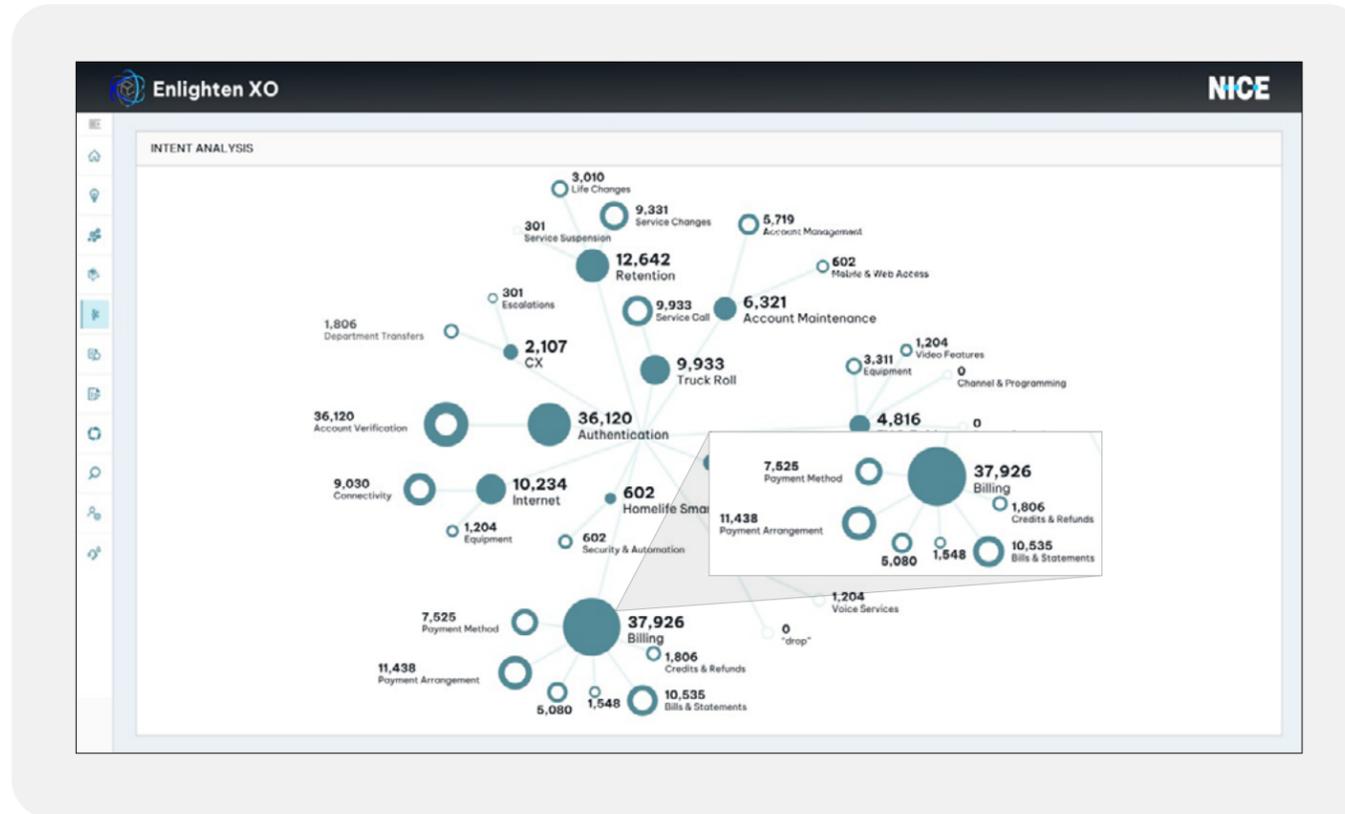
- Out-of-the-box AI models built on the largest holistic conversational data set
- Identify customer intents with multiple hierarchies
- Bot-agnostic so you can add intelligence to any bot
- Prioritize and view intents by KPI – including by sentiment, ROI, duration, automation score and volume
- Identify agent tasks for each customer intent
- Visualize optimal conversational flows for each intent from top performing agents' resolution paths
- Integrate utterances and workflows into chatbot without code

BENEFITS

- Build IVAs that are fully fluent in customers' needs
- Increase digital first contact resolution
- Develop new data-driven self-service capabilities – no data science team required
- Decrease costs for human-assisted channels by reducing voice volume
- Increase speed of digital development and accelerate self-service time-to-value
- Reduce customer effort in digital channels
- Improve customer engagement in self-service
- Provide the 24/7 convenience customers expect and improve digital CX

Understand customer intents at scale

Enlighten XO analyzes historical conversational data, like voice calls and chat interactions, to extract a complete set of customer intents for the business



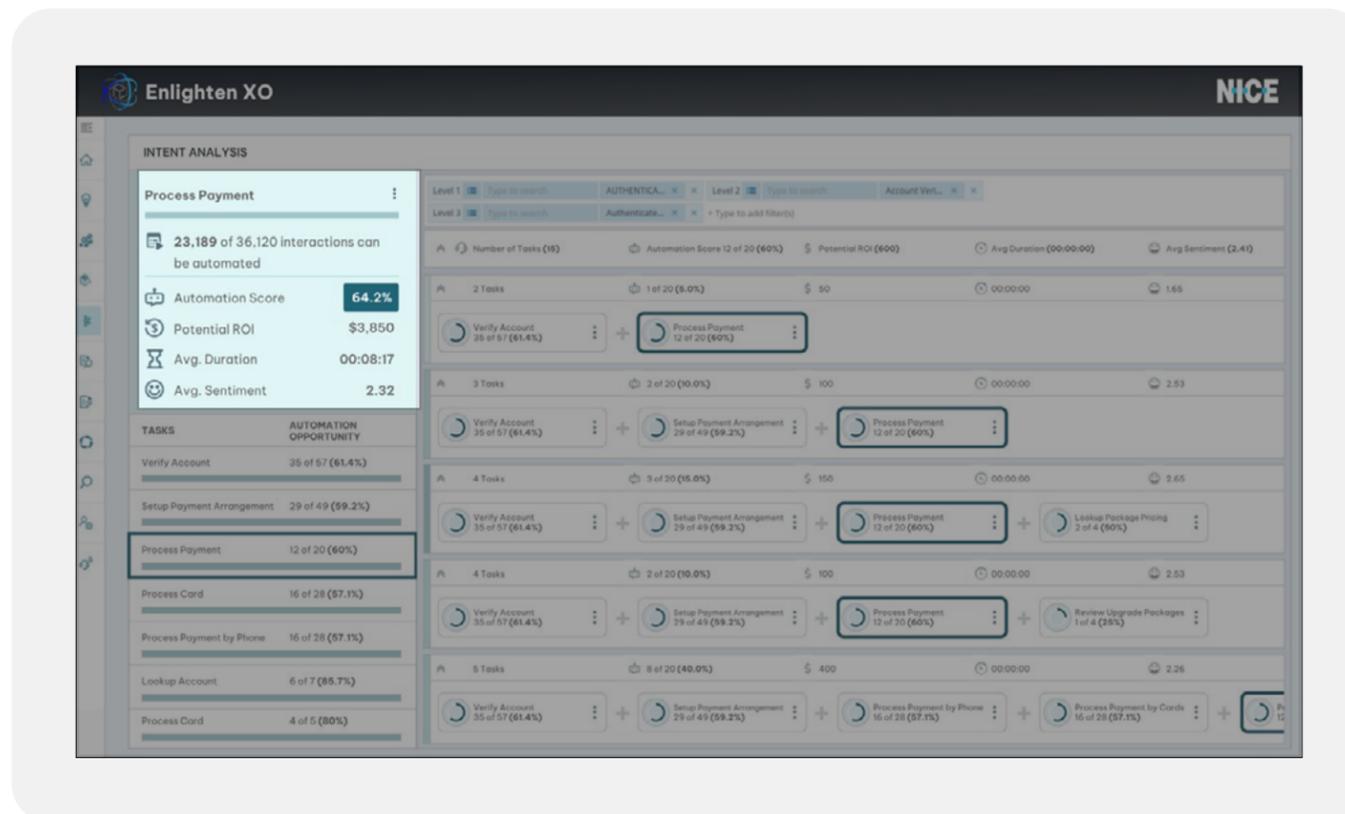
About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com

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Identify the best automation opportunities
Prioritize the intents best-suited for automation based on complexity metrics, like volume, duration, and sentiment



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