NICE Enlighten Copilot

Amplifies skilled labor at a reduced cost

Enlighten Copilot is purpose-built AI for employees that amplifies skilled labor at a reduced cost, promoting efficient work with fewer repetitive tasks and faster access to knowledge. A collaborative solution designed specifically for agents and supervisors with advanced tools that promote efficient work with conversational knowledge, on-demand guidance, and task automation. This by-their-side conversational AI experience acts as an empowerment multiplier to produce accurate, informed, and brand-specific conversational responses leaving agents with fewer repetitive tasks and faster access to knowledge and answers. Supervisors can provide smarter guided interactions and AI-driven coaching to improve the overall agent and consumer experiences.

KNOWLEDGE FOR YOUR WORKFORCE

The right response at the right time

- Provides automatic, proactive prompting of content specific knowledge articles
- Knows the optimal ways to resolve issues and how to use the tools integrated into your system
- Provide one source of truth, including interaction summaries for entire customer relationships

SUPER-HUMAN AGENTS

Simplify the agent experience

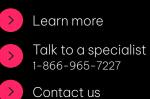
- Agents can easily navigate multiple systems and channels
- Makes every CX employee an informed, guided, and powerful super-employee
- Advanced tools that promote efficient work and augment the agent experience

GUIDED SUCCESS FROM SUPERVISORS

Balance great CX with operational efficiency

- Smarter guided interactions and Al-driven coaching to improve the overall agent and consumer experiences
- Proactive alerts for areas that need supervisor attention for better visibility and preparedness
- Al-driven tools for supervisors that offload repetitive tasks and provide better insights for better decisions





KEY FEATURES

- Centralized AI assistance for employees
- Across-the-board power amplification
- Integrated into the entire CXone Suite
- On-demand behavioral guidance for agents
- Access to full context: intent, sentiment, history

BENEFITS

- Increase new hire time to proficiency
- Increase agent efficiency
- Fewer repetitive tasks for agents
- Increase supervisor span of control
- Increase agent satisfaction and engagement

Enlighten Copilot assists agents by using Generative Al to generate personalized guidance tailored for every interaction.

CXone Agent		CXONE O Search	🤌 🖘 🛛 💞 Working		
Assignments 쇼 쇼 프	Chat	1	Enlighten Copilot		
VIP Client 1:43		2 minutes ago	* Customer has started chat		
# Web Chat : # 439-23PM-5523 Cust. Service		Patrick Jordan For your 5 night stay it would be 50,000 points plus			
E 🗄 🛛		\$380. Would you like me to go ahead and process that order for you?	* Customer is making a reservation Paradise Cove Hotel 233 Ocean Breeze Lane		
	Jamie Gordon	2 minutes ago	Key West, FL 33040		
20 0	Yes 2 minutes ago		Customer Sentiment is Improving		
Liam Davis Email RE: Where's my refun 2 hr		Patrick Jordan Jamie, your premium upgrade is confirmed and an email	Suggested Action		
Kelsey Walter		confirmation has been sent your address on file. 2 minutes ago Patrick Jordan	It looks like you are about to process a premium upgrade. Would you like me to update the details and send a confirmation email?		
Reservation Status 2 hr		Is there anything else I may assist you with? 2 minutes ago	Yes No		
Amara Kapadia O Facebook	Jamie Gordon		* Request completed		
Arrange Transport 2 hr	No, thanks. 2 minutes ago		* Confirmation email sent		
Maggie Winslow Tweet Mention 1 hr	Chat with Jamie	æ			
Sam Gomez					
Arrange Transport 1 hr	@ B I = = =	4 Replies >	How can I help?		

Elevates Supervisors' business impact by facilitating real-time tasks, enhancing operational insights, and driving strategic recommendations

🕄 Sup	pervisor			CXine			0 🖷 🕰
Q. 1	Search	T filters				Focused view 🗠	Sther Howard
SKILL	LS AGENTS CONTAG	.75					3:00 in Negative Sentiment
						Hide Metrics	Due to lack of knowledge.
	0						 Ongoing Summary: Involves the functional composition mechanisms
	55	WORKING 20 CUNEWAILABLE 5		10% OUT OF ADHERENCE	5:25 LONGEST DURATION		* Journey Insights:
	\cup						Negative Image: Control of the state of the
RISK	AGENT (100)	AGENT STATE	UP NEXT	CONTACTS	V OURATION	Y	Retry - Rescheduled Agent Specific 34 Oct. 2022 12:45 PM
0'	O jahnsie Jack	inbound	Unavailable: Break	4	2:11		Retry - Rescheduled Specified Date/
	Georgette Strobel	Unavailable: Break	Medicine	0	1:37		24 Oct. 2022 12:45 PM
0'	O Tynisha Obey	Outbound	Advanced	1	2:57		€ Negative 22 Oct. 2022 12:45 PM
	 Jacob Jones. 	Axialable	Expert	4	1:22		22 OO, 2022 (245 PM
	 Maryland Winkles 	Unavailable: Meeting	Mandatory	0	1:01		Less insidits
0	O Guy Hawkins	Outbound	Compliance	4	2:57		
	Hannah Burress	Inbound	Intermediate	3	1:40		0 0 4 b 9 145
	Albert Flores	Inbound	Certified	4	1;17		(martine and the second secon
	 Freida Vornes 	Available	Meeting 1:1	4	2:46		G Cody Fisher 5:00 in Unavailable Break
	O johnsie jock	inteund	Intermediate	3	3:06		+ This is Cody's 3rd break today, 30 minutes over team
	Georgette Strobel	Unavailable: Break	Mandatory	. 4	2:22		average. More insights
	O Tynisha Obey	Outbound	Compliance	1	3:29		0 C O 152
	 Jacob Jones 	Available	Expert	0	1:19		
	Maryland Winkles	Unavailable: Break	Mandatory	1	1:09		Ralph Edwards
	O Guy Hawkins	Outbound	Compliance	2	1:49		406 in Negative Sentiment The Due to lack of knowledge. More imights
	O Hannah Burress	Inbound	Intermediate	1	1:04		
	Albert Flores	Inbound	Certified	1	1:25		Type your prompt
	O Freida Varnes	Axailable	Expert	5	2:19		Catter to make

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 Al-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 transformand elevate-every customer interaction.

www.nice.com



> Visit nice.com



> Contact us www.nice.com/contact-us

Copyright © 2022, NICE Ltd. All rights reserved.

