



# Virtual Agent Hub

Orchestrate conversational self-service AI bots with ease.

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CXone Virtual Agent Hub simplifies deployment of intelligent virtual agents and conversational bots—for smarter self-service and more successful automated experiences for customers. Instead of cumbersome rules-based bots, you can quickly yet securely integrate your choice of AI-powered virtual agents to provide automated services via voice and chat-based interactions.

Orchestrate AI-assisted customer journeys with ease from a unified platform that unlocks complete control of the customer experience from initial need to successful resolution. Save time and effort with a native framework that leverages the platform and a single and unified, yet powerful workflow routing tool to ensure continuous contact flow, including seamless elevation so customers never have to start over if live assistance is needed.

## THE FUTURE IS CONVERSATIONAL

Enhance voice and chat interactions with AI.

- **Serve more customers, faster and improve your agents experience:** Automate first-level engagements and common requests via phone or chat
- **Boost self-service adoption:** Offer 24/7 convenience by automating the most common customer requests—account status, payments, scheduling, and more
- **Leverage SmartAssist or 3rd party AI capabilities:** Improve intent recognition using Natural Language Understanding engines and Machine Learning—making AI-powered bots smarter with time and use

## BYE-BYE, BLIND TRANSFERS

Hello higher-value engagements.

- **Expand CXone IVR:** Use a conversational bot that greets callers before transferring to an agent
- **Beyond IVR:** Use a conversational bot to greet callers and collect customer data before transferring to an agent
- **Jump-start agent-assisted interactions:** Collect customer information up-front, retain full context for the agent, so there's no repeating
- **Eliminate blind transfers:** Ensure agents have all the information they need before they start interacting with the customer

## SIMPLY SMARTER SELF-SERVICE

Boost efficiency and expand operational capabilities with bots.

- **Serve more customers at a lower cost:** Enable them to self-solve basic needs, like bill payments and account inquiries
- **You determine which contact flow provides the best customer experience:** Includes easy handover to a live agent for more complex issues or when a human touch is best.
- **Manage AI bots in Studio:** Use a single tool to make developing and managing intelligent conversational voice and chatbot flows easy—fully configurable in CXone

## FEATURES

- We make it easy! Deploy your choice of self-service bots for voice and chat
- Flexible framework for virtual agent: Use ours or bring your own
- You can do better than just “IVR”: Add conversational capabilities that let callers speak naturally
- Fast deployment and easy changes: Unified framework with native Studio actions for voice and chatbot exchanges
- Expand, customize, and personalize: Integrate knowledge management, rich media content, data sources (CRMs and more)

## KEY BENEFITS

- Save time, effort, and costs with self-service
- Improve CX with AI-powered virtual agents that talk like real people
- Simplify orchestrating the entire journey from beginning to end, across self-service and agent assisted channels, retaining context throughout
- Increase First Contact Resolution: Reduce handle time and get customers what they need
- Improve the agent experience: Completely automate repetitive interactions that don't require the human touch
- Orchestrate better journeys: Control contact flow and customer experience
- Scale without delay: No more rush to find available agents

Unified hub to integrate  
AI-powered bots for  
voice and chat

Add Bot

Next Cancel

1 2 3 4  
General Information Configuration Voice Test + Add

VIRTUAL AGENT (BOT) NAME \*

Enter Name

SELECT BOT PROVIDER \*

Amazon AWS Lex CXone SmartAssist DialogFlow CX Google DialogFlow

Microsoft Azure Bot IBM Watson Assistant

CXone Virtual Agent Hub  
Use our bots or bring your own

TextBot Exchange

Virtual Agents MEDIA TYPE: Digital

Add Bot

Amelia smart assist bank bot Cancel Save Test Reset

Amelia smart assis... CXone SmartAssist

BGTest CXone SmartAssist

SE\_Demo\_Bot Google DialogFlow

VIRTUAL AGENT (BOT) NAME  
Amelia smart assist bank bot  
Bot name will be referenced as virtualAgentId in Studio action.  
Integration Version: 1.0.0

CONFIGURATION

INTEGRATION VERSION

I'd like to pay my landlord

Branch: PromptAndCollectNextResponse

Sure, I'd be happy to help you make a payment. Please select a payment type from the options below.

Show custom payload

Bot exchange duration: 1708 ms

Credit Card Payments

Branch:

## 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.

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