



Make experiences *flow*

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 

ENLIGHTEN AUTOSUMMARY

Save on Costly Manual
Agent Notetaking

NICE

ENLIGHTEN AUTOSUMMARY DELIVERS OBJECTIVE, RELIABLE, AND CONTEXTUALLY ACCURATE AUTOMATED 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. 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 generative AI technology, Enlighten AutoSummary reduces costs, improves productivity, and provides relevant information to the next agent, enabling seamless customer experiences.



Benefit from 100% Automated Notetaking



Improve Agent Productivity

Agents focus on the customer, not tedious notetaking



Reduce Costs

Decrease After Call Work (ACW) and Average Handle Time (AHT) and repeat contact



Boost CX and EX

Provide continuity of service regardless of timeline

“Enlighten AutoSummary’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.

CXone

☑ **Liam Davis – Outcomes**

Inbound Voice
253-895-8956

✓ Autosum Completed

NOTES

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.

Save

Capture customer intent and integrate into your analytics program.

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.



REALIZE COST SAVINGS

Improve operational efficiency with Enlighten AutoSummary. 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 GENERATIVE AI

Enlighten AutoSummary'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 generative AI technology and delivered in a summary format seamlessly to the CXone Agent and/or a CRM system. Incomplete, scattered notes are suddenly turned into clear, concise agent summaries that save time and improve the customer experience.

DRIVE COMPLETE PERFORMANCE

Enlighten AutoSummary 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

To learn more about NICE Enlighten AutoSummary, visit www.nice.com/Enlighten-AutoSummary



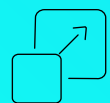
Out-of-the-Box Solution

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



Continuous Improvement

Self-learning to meet both current and future needs

SUMMARY OF BENEFITS



Reduce Costs



Eliminate Agent Frustration



Increase Customer Satisfaction



Lower AHT and ACW



Improve Agent Productivity