NICE

Give your employees the CX AI copilot they deserve

The CX AI Gap for Agents and Supervisors

It can be challenging out there for agents and supervisors, the rising demand of meeting customer expectations and managing more and ever-changing interactions is daunting. Our recent research shows that:

35%
of agents express a lack of access to modern digital tools, **20%** of leaders share this perspective.

38%
of agents find answering repetitive questions monotonous, **18%** of leaders share this sentiment.

58%
of employees feel that customers vent their frustrations on them, contrasting with the **42%** of leaders who acknowledge this perception.

68%
of employees report having instant access to information.

74%
of agents find themselves navigating 3-8 apps to access customer information.

46%
of agents contribute to the frequent goal misses reported by **48%** of agents.

What is a CX AI Copilot?

An artificial intelligence (AI) solution designed to support and assist customer service, success, and sales agents. It acts like a virtual coworker, leveraging various AI technologies to help agents work more efficiently and effectively.

What makes Enlighten Copilot for Agents and Supervisors different:

Purpose-built CX

AI from the world's largest labeled dataset of omnichannel interactions

Unique features

Fully integrated into a unified CX cloud platform CXone

Instant access

Empowers both agents and supervisors with in-the-moment AI monitoring and coaching

Key Benefits of Copilot:

For Agents
1. Real-time summary
2. AutoSummary
3. Expert Answers
4. Customer Sentiment
5. Next-best Statement

For Supervisors
1. AI-driven Monitoring
2. Supervisor Assistant
3. Alert Insights

Learn more about Enlighten Copilot for Agents and Supervisors now

Learn More

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