


Make experiences *flow*

About NICE

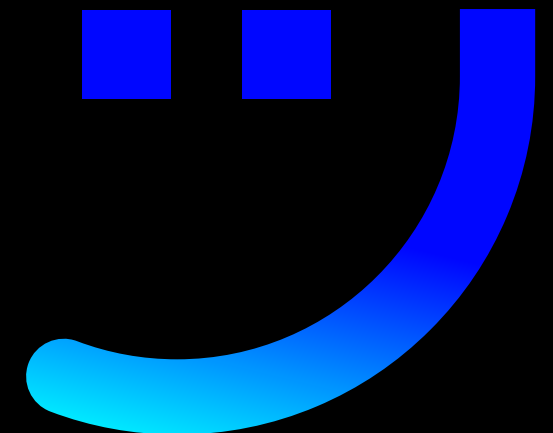
With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service 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 

NOT ALL AI COPILOTS ARE CREATED EQUAL

Unlocking Excellence in Customer
and Employee Experiences with
Enlighten Copilot

WHITE PAPER



NICE

TABLE OF CONTENTS



Introduction	6
Enhancing Agent Performance	7
a. Real-time Summary	7
b. AutoSummary	7
c. Expert Answers.....	7
d. Customer Sentiment	8
e. Next-best Statement	8
Serving Supervisors Effectively.....	9
a. AI-driven Monitoring.....	9
b. Supervisor Assistant.....	9
c. Alert Insights.....	9
Achieving Excellence Across the Board	10
a. Employee Experience	10
b. Business Experience	10
c. Customer Experience	10
Why Choose Enlighten Copilot?	11
a. Built on World-Class AI Models	11
b. Comprehensive Interactions Platform.....	11
c. Most Trusted Guardrails	11
Conclusion	14

INTRODUCTION

Amidst the challenges customer service employees face – grappling with excessive workloads, juggling an array of tools, and expending valuable time on mundane tasks – agents are at the breaking point. But this doesn't have to be the case. AI, that is purpose-built for CX, is perfectly suited to step in as a trusted companion to agents and supervisors and provide the help that they need. This saves your business time and money, but most importantly, improves employee satisfaction and quality of work across the board.

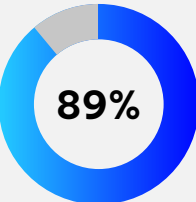
Enlighten Copilot for Agents and Supervisors is the only Copilot for CX, and is here to answer the call. It uses advanced AI to help employees provide personalized and efficient services. This white paper explores how Enlighten Copilot's cutting-edge functionality makes a big difference, putting businesses at the forefront of using technology to dramatically improve both the customer and employee experience.

By taking a close look at the current tech scene, this white paper aims to show why Enlighten Copilot is the go-to choice for AI copilots in 2024. Choosing the right AI isn't just a tech decision – it's a strategic one that can impact how successful a business is in the competitive market.

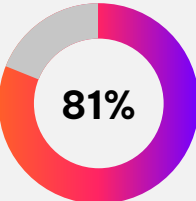


ENHANCING AGENT PERFORMANCE

89% of agents said AI will improve their ability to help customers



81% of customers would prefer agents to track their history of interaction in order to avoid being put on hold



Enlighten Copilot for Agents stands as a catalyst for agent empowerment, offering a versatile array of core features designed to elevate customer experience and drive success.

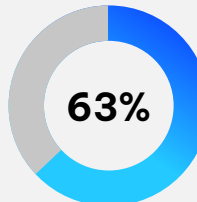
Real-time Summary

Amid lengthy phone calls or managing multiple digital interactions simultaneously, Enlighten Copilot steps in with real-time summaries. These summaries act as invaluable aids, helping agents provide a smoother customer experience. By saving time and presenting key information, agents can zero in on delivering exceptional service without being bogged down by excessive details.

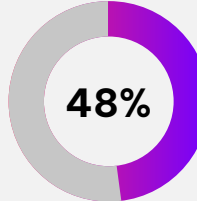
AutoSummary

Streamlining post-interaction processes, Enlighten Copilot generates automatic summaries that enable agents to efficiently transfer pertinent information to third-party records. This not only reduces wrap-up time but also enhances overall productivity, allowing agents to seamlessly move from one interaction to the next.

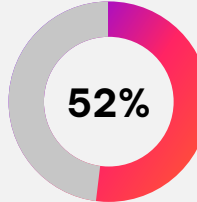
63% of agents state that the lack of digital capabilities significantly affects their roles



48% of customers say they would pay for live agent interactions if the experience was personalized



52% of customers get frustrated when agents search for information



Expert Answers

Recognizing the importance of swift issue resolution, Enlighten Copilot proactively suggests knowledge-based article answers. This automated support accelerates the problem-solving process, reducing both handle time and cognitive load on agents, ultimately leading to quicker and more efficient customer service.

Customer Sentiment

By proactively notifying agents of real-time sentiment during multiple concurrent digital interactions, Enlighten Copilot equips agents with a valuable understanding of customer emotions. Armed with this insight, agents can tailor their responses accordingly, resulting in heightened customer satisfaction and increased customer lifetime value.

Next-best Statement

Enlighten Copilot goes a step further by providing AI-generated statements that serve as ready-made responses to customer questions. This not only accelerates response time but also contributes to boosting customer sentiment and improving overall outcomes in customer interactions.

ACHIEVING EXCELLENCE ACROSS THE BOARD

Enlighten Copilot emerges as a pivotal force, directly impacting the employee experience, business operations, and overall customer satisfaction.

Employee Experience

The impact of Enlighten Copilot on individual employees is profound. Its simple and intuitive user interface serves as a central hub, consolidating knowledge and data sources. This streamlines agents' workflows and also makes their jobs more enjoyable. The platform's contribution extends to smoother onboarding processes, a reduction in repetitive tasks, and an overall improvement in job satisfaction. The result is a positive, collaborative working environment that empowers agents to consistently deliver their best performance.

Business Experience

Enlighten Copilot brings tangible benefits to businesses, fostering a positive impact on operational efficiency. By enabling faster agent onboarding, reducing churn rates, and decreasing handle time, businesses

experience a direct enhancement in their contact center operations. This, in turn, leads to reduced operating costs and improved business outcomes. Additional quantifiable improvements are reflected in increased CSAT and NPS scores, showcasing the platform's ability to drive efficiency and elevate overall business performance.

Customer Experience

Enlighten Copilot is at the forefront of facilitating faster and more accurate answers, resulting in consistent and positive resolutions for customers. Through the incorporation of sentiment analysis, personalized/tailored experiences, and a deep understanding of customer needs, the platform ensures exceptional customer experiences at every touchpoint. This commitment to understanding and meeting customer expectations contributes to increased loyalty, positive word-of-mouth, and a lasting positive impact on the brand's reputation in the market.

SERVING SUPERVISORS EFFECTIVELY

Enlighten Copilot for Supervisors goes beyond agent support to actively contribute to proactive guidance and enhance decision-making for supervisors.

AI-driven Monitoring

Delve into critical issues with profound insights provided by Enlighten Copilot. Enriched data analysis provides deeper understanding in reduced time, adding crucial context of summaries, reasons, and background information, empowering supervisors to make informed decisions and offer targeted assistance to agents. This level of understanding ensures that supervisors are equipped to address specific challenges with maximum efficiency and foster the most supportive and responsive contact center environment to the benefit of agents and customers alike.

Supervisor Assistant

Acting as a guiding hand during monitoring sessions, Enlighten Copilot offers targeted coaching recommendations to supervisors.

This feature not only enhances the effectiveness of supervisor input but also drives continuous improvement in agent performance. By providing actionable insights, supervisors can tailor their guidance to address specific areas of improvement, resulting in a more skilled and empowered agent workforce.

Alert Insights

Enlighten Copilot acts as an intelligent assistant by uncovering trends, patterns, and risks related to team-tracked KPIs over time. Through proactive, conversational data requests, supervisors gain valuable insights into the performance metrics of their team. This capability not only improves overall contact center performance but also contributes to a more responsive and customer-centric approach, ensuring that potential issues are addressed before they escalate.

WHY CHOOSE ENLIGHTEN COPILOT?

Built for CX from the start, Enlighten Copilot stands out as the optimal choice, offering a multitude of unparalleled advantages that contribute to the success of your organization.

Built on World-Class AI Models

Enlighten Copilot leverages the power of the world's largest validated dataset of customer interactions, ensuring the deployment of robust AI models specifically designed to enhance the customer experience. This commitment to utilizing cutting-edge technology underscores the platform's dedication to staying at the forefront of AI innovation.

Comprehensive Interactions Platform

With Enlighten Copilot, your organization gains access to a comprehensive interactions platform that integrates seamlessly with various data sources, including ACD, WFM, QM, IA, metadata, and third-party applications. This platform serves as

a testament to our commitment to leveraging data to drive excellence. The ability to expand and grow your AI strategy with confidence ensures that you can adapt to the evolving landscape of customer interactions.

Most Trusted Guardrails

Enlighten Copilot places a premium on knowledge management as an integral part of AI management. The platform ensures that AI-generated answers are consistently relevant, accurate, and brand-compliant. Powered by the Enlighten vector database, robust information architecture, and CXone Expert knowledge management, you can place unwavering trust in the quality and consistency of every interaction. This commitment to maintaining high standards ensures that your organization delivers a customer experience that aligns with your brand values and exceeds customer expectations.





CONCLUSION

The importance of choosing the right AI solution cannot be overstated. Not all solutions are created equal, and in 2024, Enlighten Copilot emerges as the undisputed premier choice for a CX employee AI solution. Its impact on agent performance, its role in empowering supervisors, and its ability to deliver exceptional experiences across various facets make Enlighten Copilot a transformative force, bringing your organization closer to unlocking its true potential.

Enlighten Copilot for Agents redefines the way employees work, fostering a positive environment that translates into improved job satisfaction and enhanced efficiency. Supervisors benefit from advanced AI-driven monitoring and coaching, ensuring a more strategic and targeted approach to managing and improving agent performance. Across the board, from agent experience to business outcomes and customer satisfaction, Enlighten Copilot delivers tangible and quantifiable advantages.

Discover the transformative power of Enlighten Copilot, and together, we can drive your organization to new heights in the realm of customer experience.