NICE · CXone

NICE Enlighten

The Trusted AI for Business

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> Talk to a specialist
1-866-965-7227

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NICE Enlighten is the trusted AI for business that empowers humanized conversations to create exceptional experiences for employees, consumers, and businesses. With the highest level of security guardrails available, Enlighten ensures responses are always aligned with messaging needs and business goals, making it secure, accurate, and trustworthy.

Enlighten uses CXone's vast array of CX data, domain-trained models, and the power of generative AI to engage consumers with AI-powered personalized experiences, make every CX employee an informed, guided, and powerful super-employee, and empower CX stakeholders to better engage, predict, and take actions to improve agent empowerment, consumer experiences, and operational excellence.

INCREASE DECISION VELOCITY

Streamline complexity and accelerate optimization

- Gain understanding of how business goals are being met
- Actionable information on the best opportunities to automate work to meet business objectives
- CX stakeholders can better engage, predict, and take actions to improve agent empowerment, consumer experiences, and operational excellence

PERSONALIZATION AT SCALE

Create the right experiences for customer loyalty

- Smarter, more efficient self-service and AI-driven applications that have fully conversational responses that understand intent faster
- Meet consumers where they are when they need it
- Connect to enterprise grade knowledge for access to even more information

SKILLED LABOR AMPLIFICATION

Increase efficiency and engagement at a reduced cost

- Knows the optimal ways to resolve issues and how to use the tools integrated into your system
- Makes every CX employee an informed, guided, and powerful super-employee
- AI-driven tools for supervisors that offload repetitive tasks and provide better insights for better decisions

KEY FEATURES

- Build for security, privacy, and compliance
- AI-powered fully personalized experiences
- Centralized AI assistance for employees
- Designed to protect brands
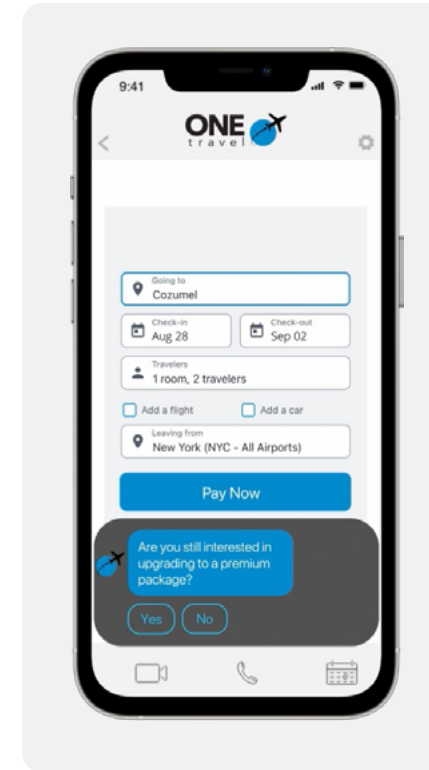- Faster access to data and analytics

BENEFITS

- Leverage data to improve self-service channels
- More time for agents to focus on higher-touch, higher-value human-led experiences (or) fewer repetitive tasks for agents
- Increase new hire time proficiency and agent satisfaction
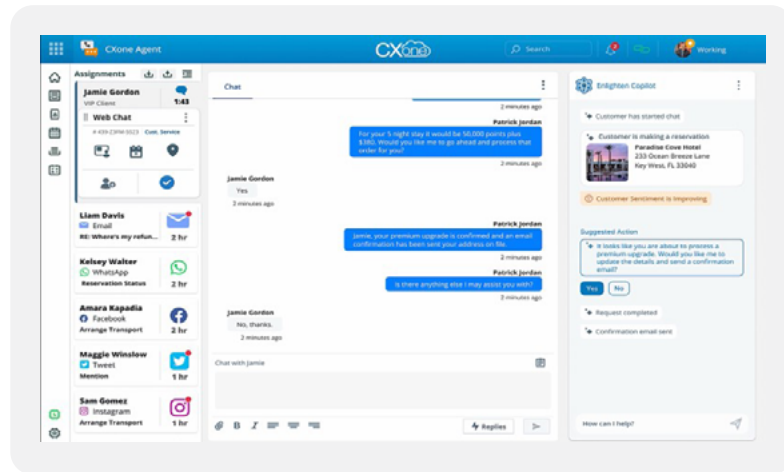- Self-service that feels like a conversation
- Increase customer loyalty

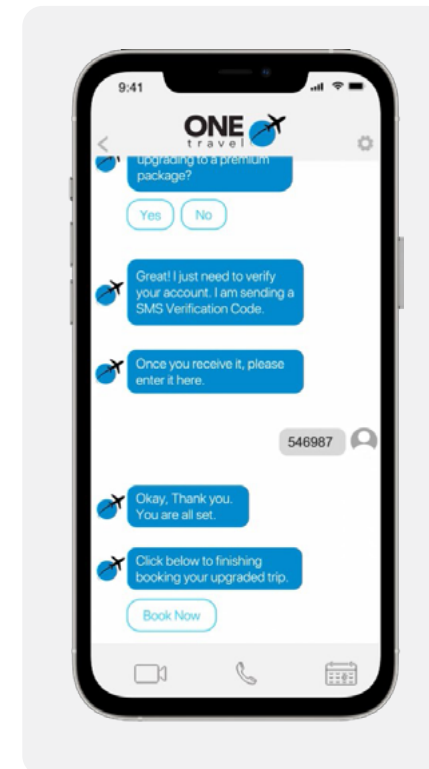Leverage recommendations from Enlighten Actions to improve current workflows
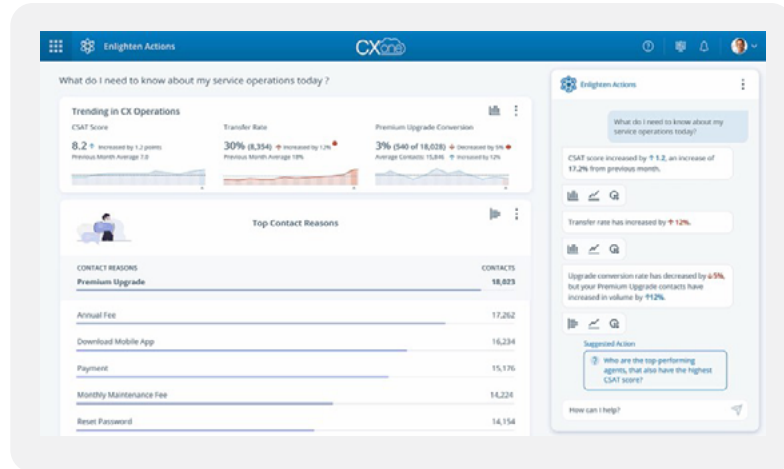
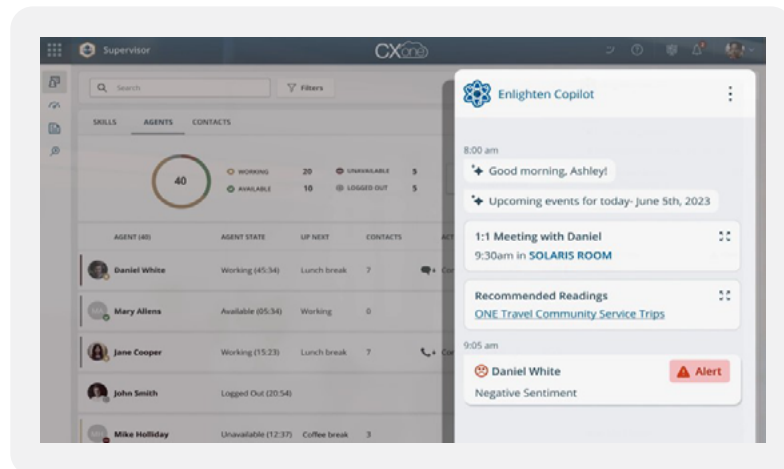Take advantage of proactive messaging from Autopilot to engage customers early

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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Enlighen Copilot assists agents by using Generative AI to generate personalized guidance tailored for every interaction

Enlighten Copilot give Supervisors the insights they need to monitor agent performance and make the right decisions

Keep it to one interaction: Autopilot can return to a previous topic to meet every need

NICE
Make experiences *flow*