



NICE
Enlighten AI

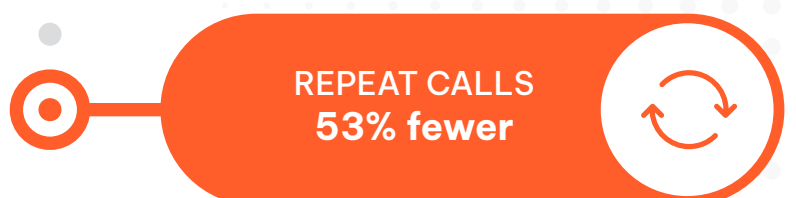
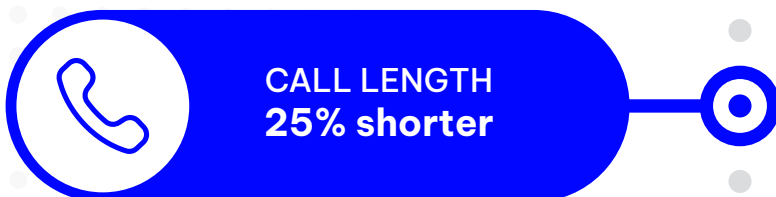


Enlighten AI for Customer Satisfaction

Proven Results on the Power of Behavior

Enlighten AI is a complete out-of-the-box solution that scores agents' soft skills on every interaction to improve CSAT. Only with AI can contact centers see such performance improvements at scale.

Every agent interaction using the Enlighten AI for Customer Satisfaction was analyzed for their soft-skill behaviors at three large enterprise customers. The top 10% of agents with the highest soft-skill behavioral scores were compared to the bottom 10% of agents with the lowest scores. From there, we compared those same groups' performance with other key contact center KPIs. The results show focusing on agent behaviors through Enlighten AI for CSAT drives a range of positive business outcomes.



The results are conclusive: contact center metrics are directly correlated to agent soft-skill behavioral performance. When agent behavioral performance increases across all soft skills, so do the bottom line metrics.

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