Make experiences *flow*

NEVA & NICE
ENLIGHTEN AI

THE POWERFUL COMBINATION OF REAL-TIME BEHAVIOR AND DESKTOP-BASED AGENT GUIDANCE & AUTOMATION

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

NICE

EVERY CUSTOMER INTERACTION IS AN OPPORTUNITY FOR EXCEPTIONAL CX

Most live customer service interactions are filled with subtle yet valuable customer cues. When service representatives are instantly alerted to these important cues, a powerful opportunity emerges to positively influence agent behavior and their real-time responses. The result adds value to the customer experience and drives positive business outcomes for the organization.

NEVA and NICE Enlighten AI work together to ensure extraordinary customer experiences by:

- Empowering agents with immediate behavioral feedback on how to steer customer conversations with easy to understand prompts and specific recommendations.

- Providing agents with real-time process guidance and task automation, driven by the agent's behaviors and desktop actions, during the live customer interaction.

NEVA and NICE Enlighten AI bring the first combination of behavioral insights and contextually relevant desktop guidance and automation to service agents.
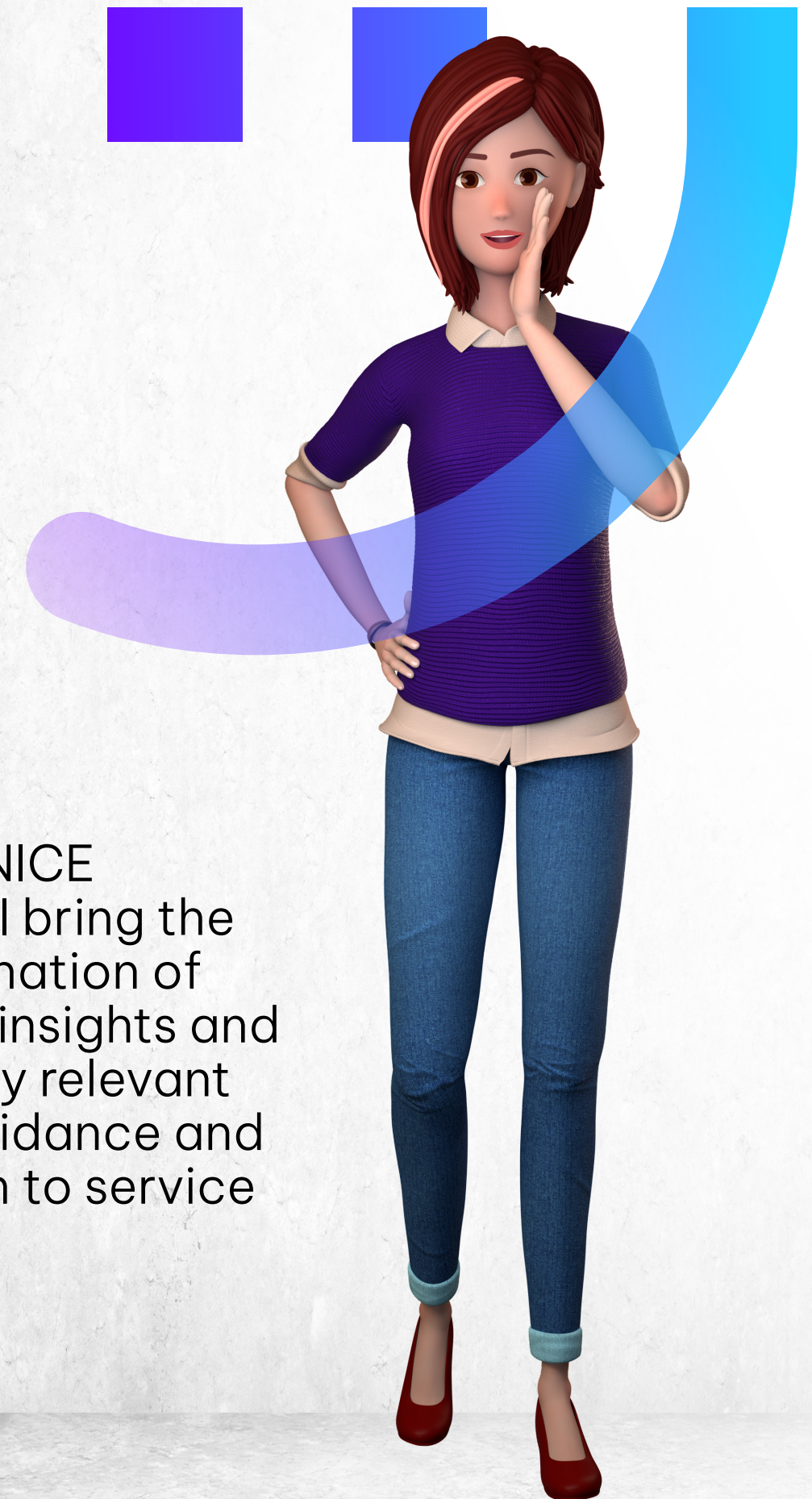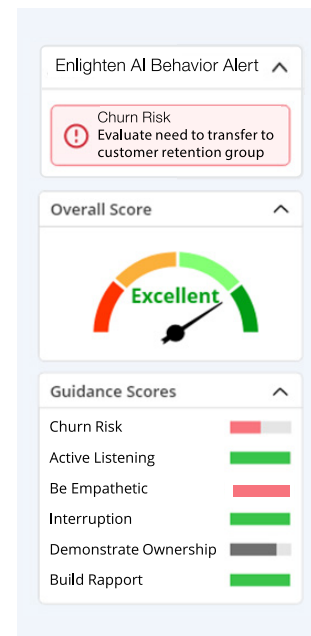
HOW DO NEVA AND NICE ENLIGHTEN AI WORK?

Using machine-learning AI models, NICE Enlighten AI accurately and immediately interprets and scores the specific agent behaviors proven to drive customer satisfaction on every interaction. Behavioral models provide real-time insights with easy to understand prompts and recommendations that empower agents to deliver excellent customer service during every single interaction. NICE Enlighten AI's behavior scoring creates a trigger for NEVA, NICE's attended automation bot, which then provides the agents with immediate feedback via contextually relevant and personalized desktop guidance and process automation capabilities. NEVA's guidance is enriched with desktop data, providing the agent with additional context and relevant actions for steering the customer interaction in the right direction towards resolving the issue.

POWERFUL REAL-TIME AGENT GUIDANCE WITH NEVA, COMBINING BEHAVIORAL & DESKTOP INSIGHTS
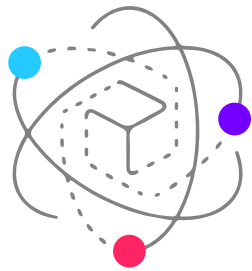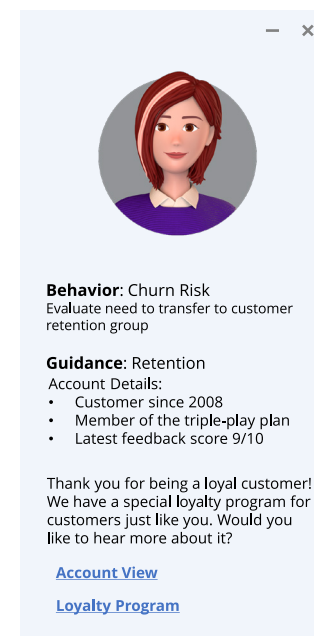
Enlighten AI identifies the specific **agent behavior** which requires support

NICE Enlighten AI Behavioral Insights

NEVA guides the agent with behavior correction measures, enriched with desktop data & real-time automation of tasks

NEVA Contextual Agent Desktop Guidance

AMPLIFY THE VALUE OF YOUR INVESTMENT

Why invest halfway? NEVA and NICE Enlighten AI is the only solution that can provide endless benefits to your organization now and into the future. Benefits include:

Realize immediate ROI for all organization sizes and industry segments

Empower agents with real-time process guidance and automation, directing them towards the right behaviors to achieve their KPIs

Reduce time spent on agent training and post-call coaching

Get two best of breed, pre-integrated solutions from NICE, saving you the overhead of multivendors and multi software clients

Boost your speech analytics and Attended Automation solutions, reaching a 1+1=3

Contact us to book a demo