

CXone Mpower Actions

Consolidated agent desktop for fast, personalized service

Completely rethink the way you run customer service. CXone Mpower Actions gives you the means to improve every facet of your operations.

Spot trends. Ask data questions in natural language. Zero in on process, CX, and knowledge gaps. Gauge your service levels against industry standards. Pinpoint automation opportunities. Develop a data-driven plan of action to achieve your business objectives quickly.

Actions provides deeper insights, faster decisions, more efficient processes---and the ultimate goal: better CX outcomes.

Retrieve all the data you need

Understand all the discreet layers of the best conversations

- Understand how business goals are met with insights into the best next steps
- 30+ years of conversational intelligence
- Empower CX stakeholders to better engage, predict, and take actions to improve agent empowerment, customer experiences, and operations.

Rich, real-time insights to drive resolution

Use AI for an actionable plan

- Let AI recommend the best plan, tools, and systems to resolve task and process issues
- Understand what's driving volume using real-time insights
- Use industry-wide benchmarks to set better goals

Build highly effective and impactful automation

Execute your plan with a touch of a button

- Actionable information on the best opportunities to automate work to meet business objectives
- Scalable delivery and implementation thousands of models out of the box
- Comprehensive suite of solutions to implement recommendations rapidly

Benefits

- Leverage data to improve self-service channels
- Increase self-service success and first contact resolution
- Accelerate time to value on automation
- Decrease costs across entire organization
- Harness personalized insights for targeted actions
- Improve resources by closing gaps in knowledge

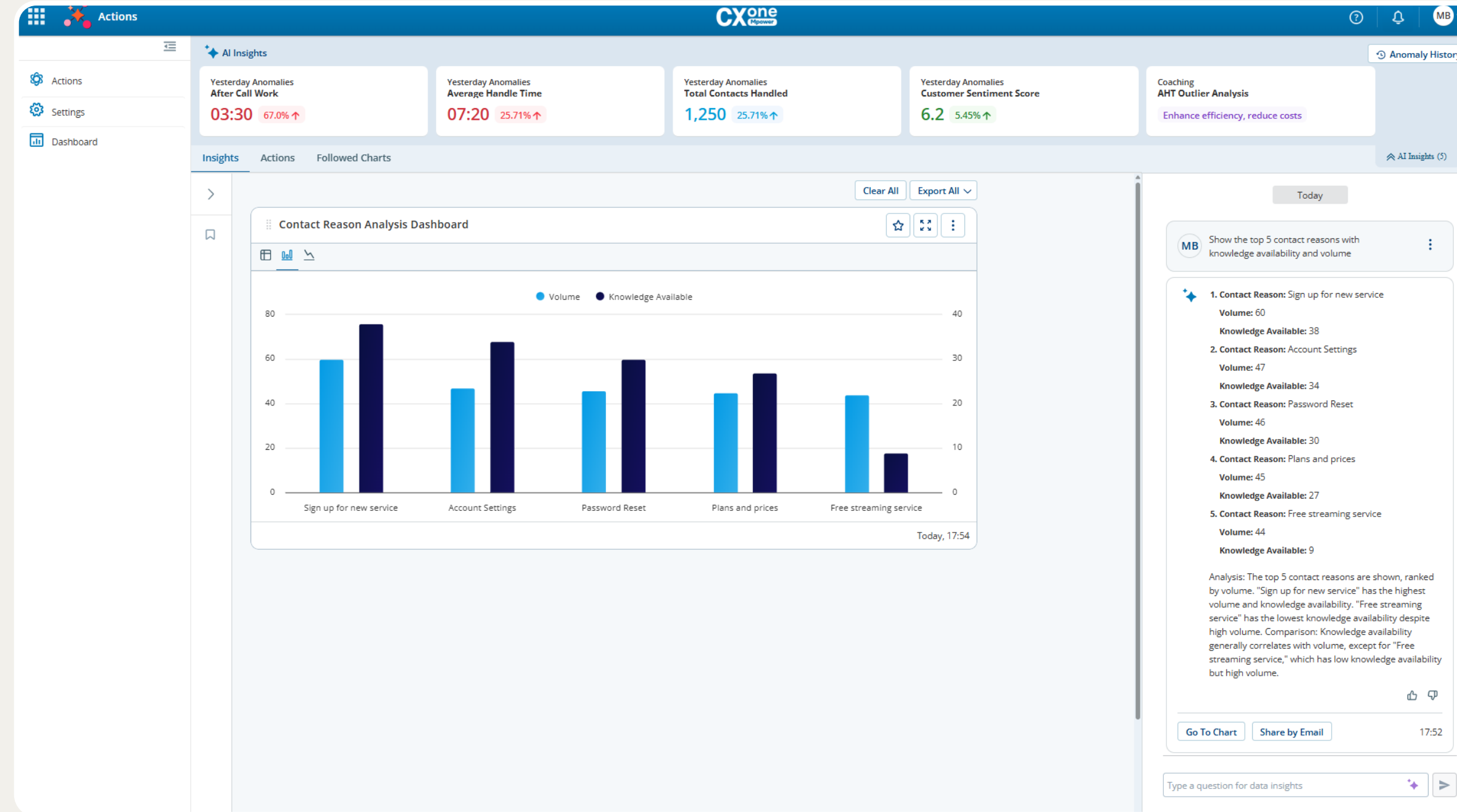
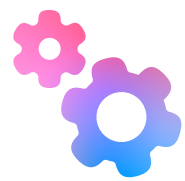
Key features

- Faster access to data and analytics
- Built for security, privacy, and compliance
- Enables AI-driven IVAs built for business
- On-demand access to how your business is running and how to take action
- Quickly identify root causes of issues
- Generate knowledge articles based on best agent transcripts
- Proactive CX insights and alerts

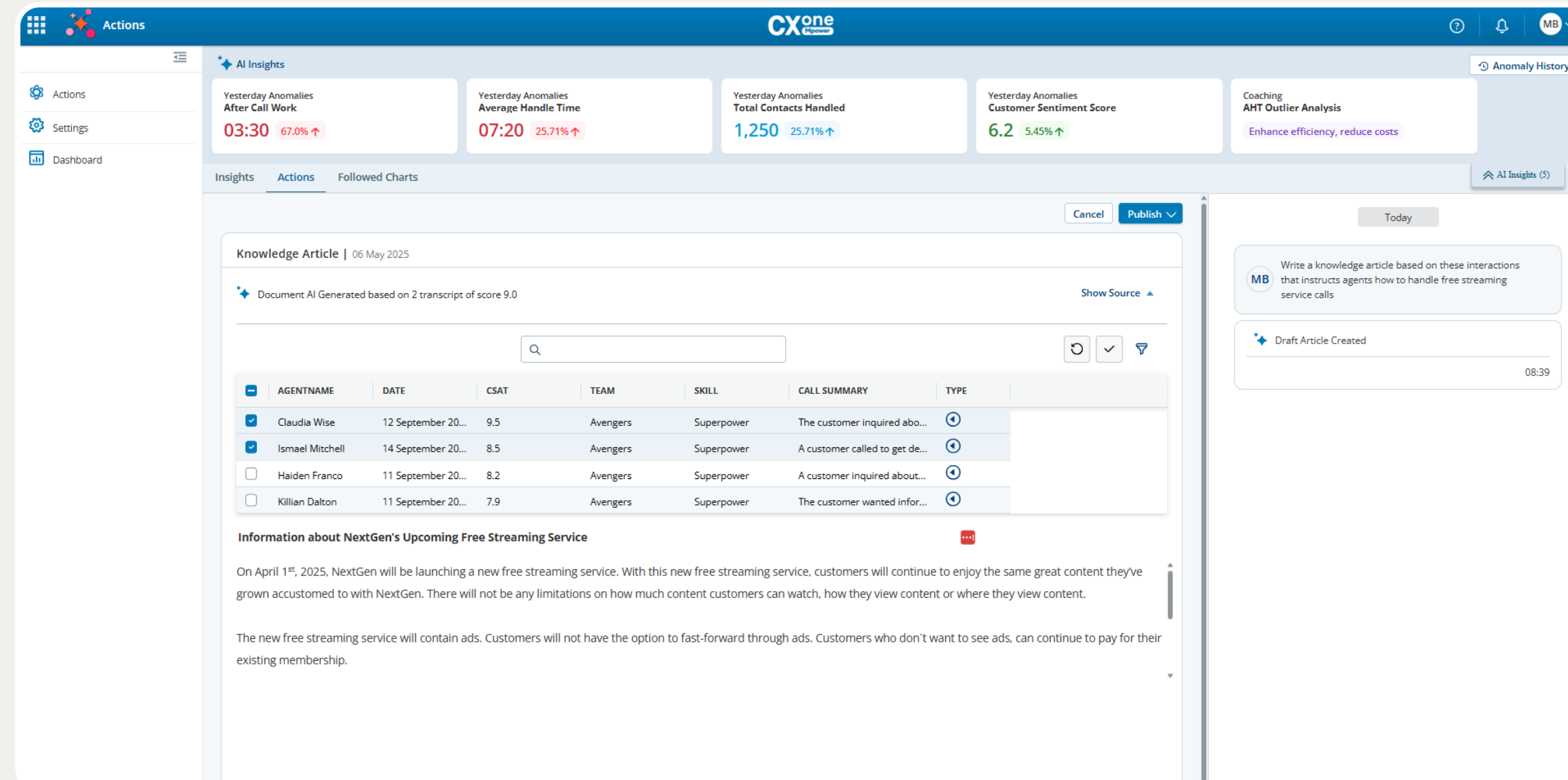




Actions provides insight into business metrics and actionable next steps based on what you need.



Use Actions to create articles to fill known knowledge gaps.



About NiCE

NiCE is transforming the world with AI that puts people first. Our purpose-built AI-powered platforms automate engagements into proactive, safe, intelligent actions, empowering individuals and organizations to innovate and act, from interaction to resolution. Trusted by organizations throughout 150+ countries worldwide, NiCE's platforms are widely adopted across industries connecting people, systems, and workflows to work smarter at scale, elevating performance across the organization, delivering proven measurable outcomes.

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