

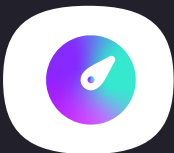
CXone Mpower AI Routing

The connection you've been missing



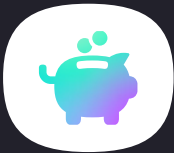
Have you ever spoken with someone and instantly “clicked?” That’s a personal connection.

Now, imagine that type of connection on every customer interaction with CXone Mpower AI Routing. See instant impact on the customer experience metrics that matter. AI Routing delivers winning results using the industry’s most comprehensive CX dataset, unique AI, and the science of connections.



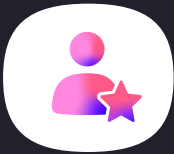
Financial services

Decrease call length
25% AHT reduction



Media

Reduce costs
8% operational improvement



Healthcare

Improve CSAT
14% increase in positive calls



Technology

Reduce Effort
2 min less per call



Retail

Increase sentiment
11% increase in sentiment

“CXone Mpower AI Routing aligns our customers and agents in a way that creates an experience that differentiates us and makes the customer appreciate the relationship with us.”

VP Forecasting and Financial Excellence
Fortune 50 Media Company



How AI Routing transforms customer experience

Upgrade to smarter connections

The solution’s AI uses all available data sources to predict the best connection and improve outcomes

Realize immediate business results

Flex your focus on the metrics that matter by optimizing different metrics across your enterprise

Hyper-personalize CX at scale

Transform connections with every caller while machine learning and AI continuously improve for future interactions

It’s easy to get started

Unique commercial terms with no upfront costs, a true A/B comparison

How AI Routing works

Step 1

When a customer calls, the ACD identifies the skilled pool of agents to handle the call.



Step 3

Identifies the skilled agent with the best predicted performance for the customer.



Step 2

AI Routing looks up the customer’s communication style and experience preferences.



Step 4

Instructs the ACD to route the customer to the agent, improving their experience and business outcome.





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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