

NiCE

Create a
NiCE
world

Leading the AI-first Future of CX

Richard Bassett
VP, Agentic GTM, International



Trends Redefining Customer Experience

A fundamental shift in how brands compete and grow

Rising customer expectations

Customers expect effortless, connected experiences at every moment and across every channel.



AI becomes the operating system

AI moves from tools to the engine behind decisions, experiences, and outcomes.



Consolidation over complexity

Brands are replacing fragmented CX stacks with unified, intelligence-driven platforms.



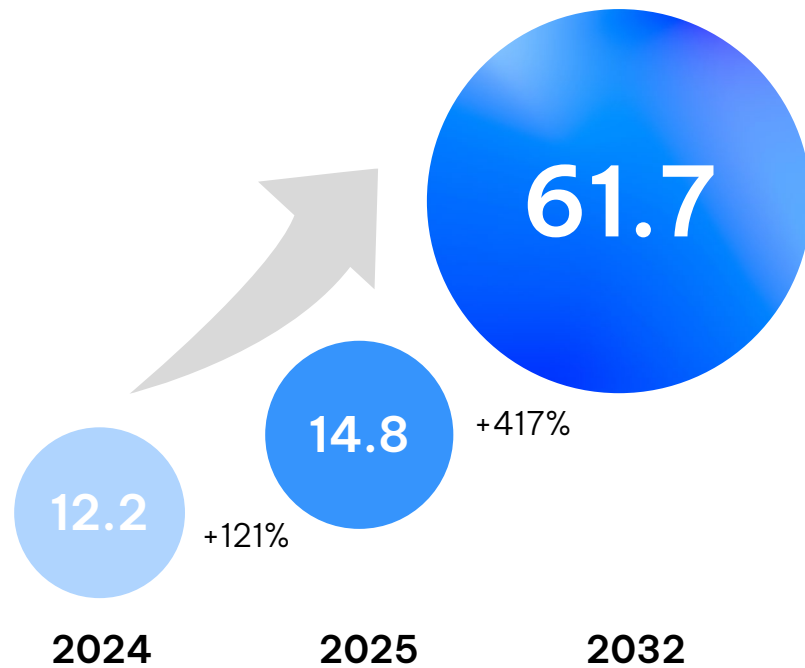
Predictive and proactive customer engagement

CX shifts from responding to issues to preventing them before they happen.

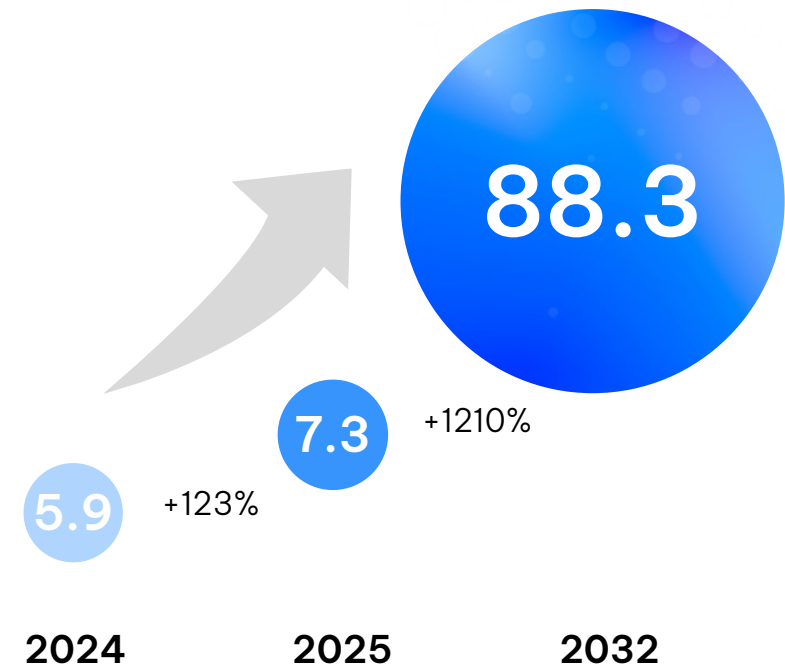


Positioned to Win: Our Market Opportunity is Accelerating and Expanding

Global conversational AI market size (\$b)

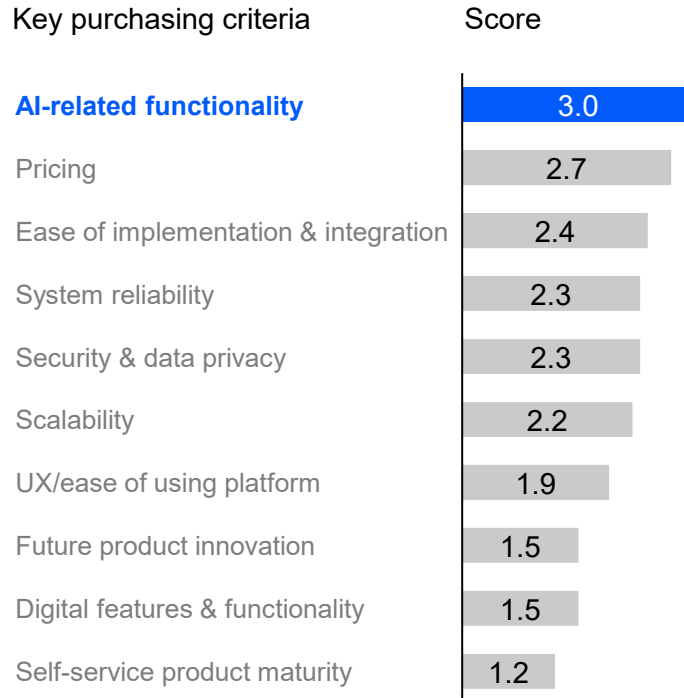


Global agentic AI market size (\$b)



Key purchasing criteria | AI is the top-ranked strategic priority and KPC for CX customers, who anticipate significant savings and reinvestment in next 3-5 years

AI tools are the #1 KPC for customers, ...



... the #1 strategic investment priority, ...



... and expected to deliver a flywheel of productivity gains

29%

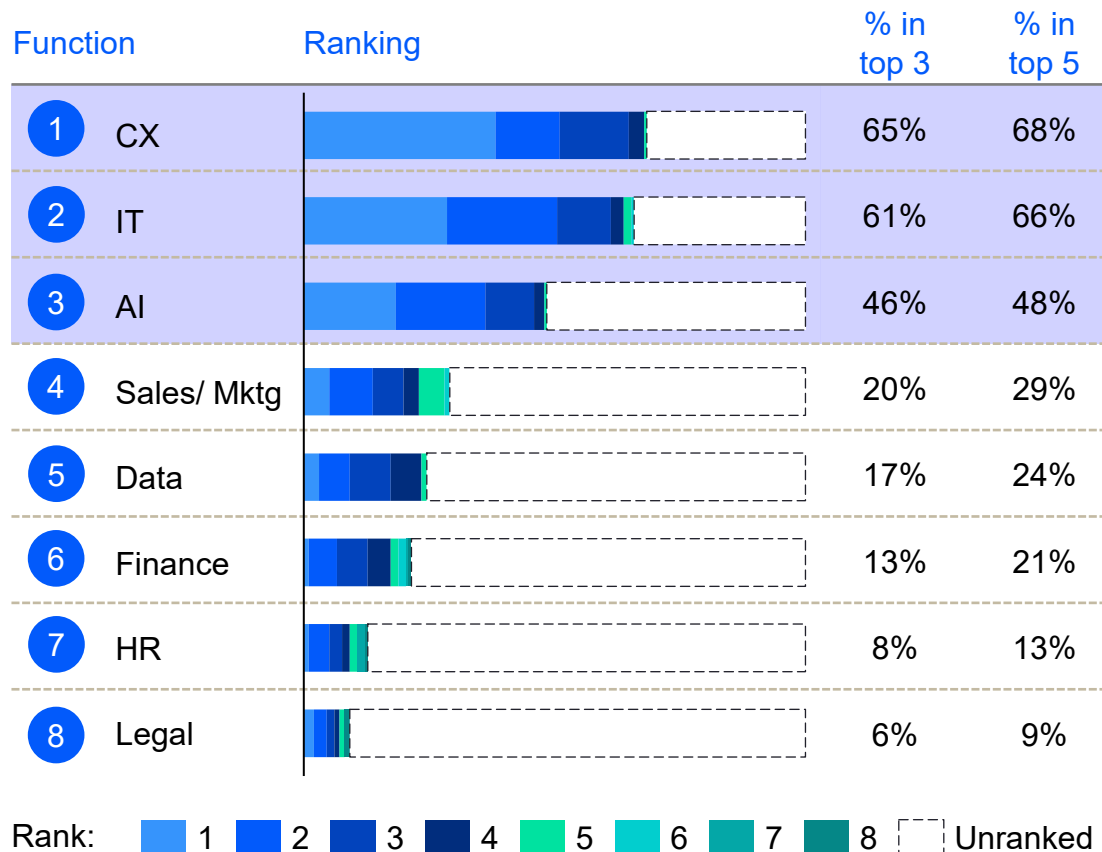
average share of human **workforce expected to be reduced** due to AI augmentation & agent automation

47%

average share of AI-related savings **customers expect to reinvest, primarily in technology**

Decision-makers | IT and CX deeply involved in almost all aspects of selecting and recommending a CX solution, but AI influence is strongest growing

Functions driving AI initiatives



Buyer personas

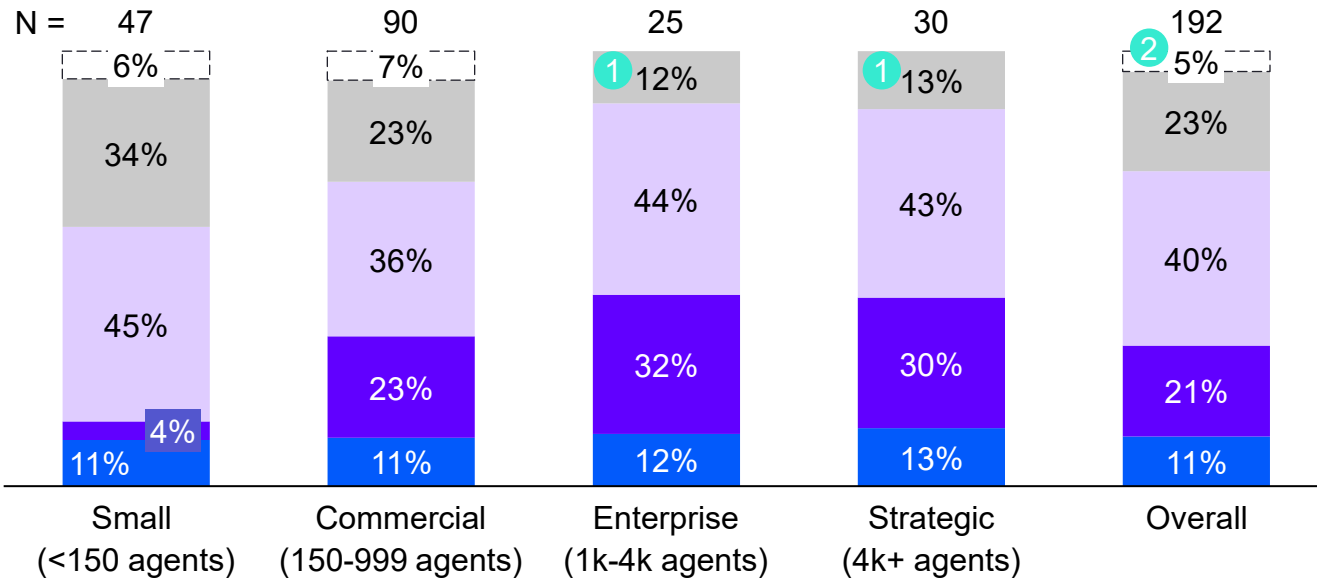
- CX Business AI buyers** are **bullish on AI's ability to transform** agent workflows and customer satisfaction, but often **less versed on technical aspects** (e.g., data pipelines, API requests, compliance)

"The business teams are driving this initiative with great enthusiasm ... but they don't have the inherent technical knowledge, so IT needs to be involved, too"
- IT/Tech AI buyers** are **governance-centric: they rigorously vet** architecture fit, API robustness, security/compliance requirements, and seamless integration **to minimize risk and ensure scalable deployments**

"We required a solution that would provide better customization experience and seamlessly integrate with our internal systems"

AI maturity | It is still early days for AI adoption with only 11% having broadly rolled-out solution, though 95% of customers are at least exploring solutions

AI maturity by contact center size¹



- 1 = Not using or exploring GenAI
- 2 = Exploring GenAI but no pilots
- 3 = Piloting selected GenAI use cases but not deployed widely
- 4 = Human-in-the-loop use cases/Agent Augmentation, but no fully automated use-cases
- 5 = Broader roll-out of fully automated/Agent Automation use-cases

Commentary

1 Enterprise and strategic customers are furthest along in AI adoption...

“ Even at our scale of tens of thousands of agents, *every call is touched by AI*, from intent prediction in the IVR to real-time agent assist, resulting in only 35–40% of calls requiring human intervention

- Head of AI & CX Products, Strategic customer

2 ...but 95% of customers across size segments are at least exploring GenAI in CX

“ We’re still in the testing phase of AI, but haven’t gotten anything out to production just yet

- Head of Technology Operations, Commercial customer

AI value realization | Vendors must consider objectives and overcome barriers, particularly perceived data challenges



Top 5 objectives for AI implementation¹

Objective	Type	% of responses
Reduce cost to serve and improve operational efficiency	Cost	50%
Improve agent productivity and resolution accuracy (AI assist)	Cost	49%
Enable AI-powered self-service for lower cost and faster resolution	Cost Quality	48%
Deliver more consistent, seamless service across channels	Quality	43%
Automate backend resolution and reduce manual workload	Cost	34%



Top 5 barriers to AI value realization²

Barrier	Type	% of responses
Data challenges or fragmentation	Data & Tech	42%
Funding challenges or ROI not yet proven	Cost	30%
Budget constraints or lack of sustained funding	Cost	29%
Poor technology integration	Data & Tech	27%
Limited internal capabilities or expertise	Capabilities	25%

1. Q62: What do you see as the main objectives for implementing AI initiatives in customer service in your organization? (Select up to five); 2. Q63: What do you see as the main barriers to realizing the full value of AI initiatives in customer service in your organization? (Select up to five)

Automation Challenges

We see key challenges when it comes to automation in CX:

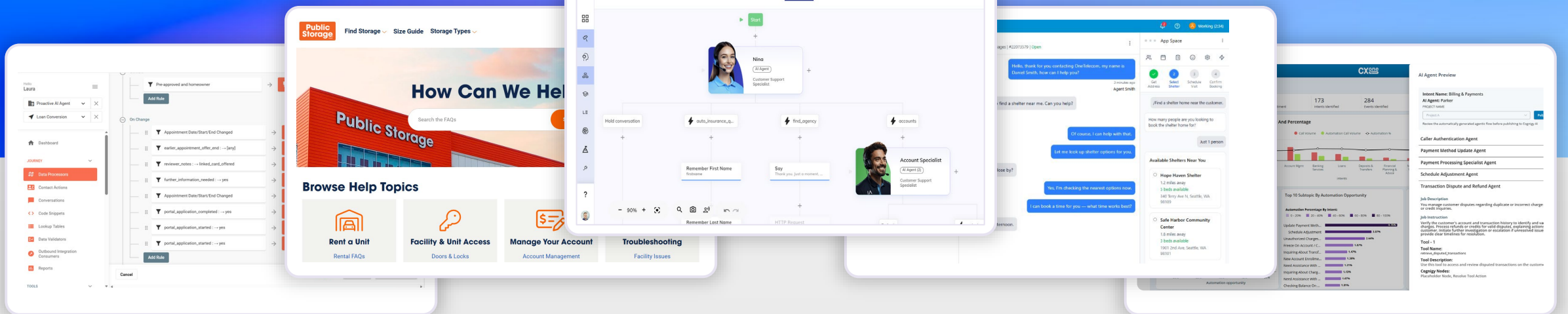
- ! **Lack of task completion** in self-service, so customers must still *do something*
- ! **High ongoing overhead costs** preventing scaled adoption of automation
- ! **Automating the wrong flows**, leading to wasted time, effort & investment

“Gartner® predicts that by 2029 Agentic AI will autonomously resolve 80% of common customer service issues without human intervention leading to a 30% reduction in operational costs.”

Gartner®

NiCE Agentic LoB

Agentic Experience Automation Portfolio



AI Agents for Proactive Engagement

Generative Knowledge Management

AI Agents (Cognigy)

Agent & Supervisor Augmentation

Automated Value Insights

NiCE CXone

The Complete CX AI Solution on One Platform.

The only platform that automates customer experience, empowers the workforce, and orchestrates end-to-end customer engagement.



AI agents for agentic automation

Accelerate AI-driven automation to scale customer satisfaction—dramatically reducing time-to-resolution through intelligent containment across agentic voice and chat.



Human agents elevated with AI

Blend real-time Copilot guidance, automated insights, auto summarization and sentiment intelligence to deliver more confident agents and more human customer experiences.



From interactions to outcomes

Bring every customer interaction together into a connected journey. Proactively prevent issues, guide experiences in real time, and unlock insights that improve satisfaction, efficiency, and loyalty.



Secure end-to-end platform

A single, sovereign-grade platform that brings together customer engagement, workforce engagement, and knowledge management—delivering seamless experiences from first interaction to final resolution.

How we differentiate

Why thousands of customers trust us

Built for Enterprise Scale

NiCE Cognigy is trusted to run real, mission-critical CX at global scale proven every day in production, not pilots.

Controlled Power of Hybrid Agents

NiCE Cognigy unleashes the power of LLM-driven agentic AI without sacrificing control, trust or governance.

Fastest Path to Value in CX

NiCE Cognigy is built for where CX happens, natively connected to voice, contact centers, and real-world operations.

Flexibility & Orchestration

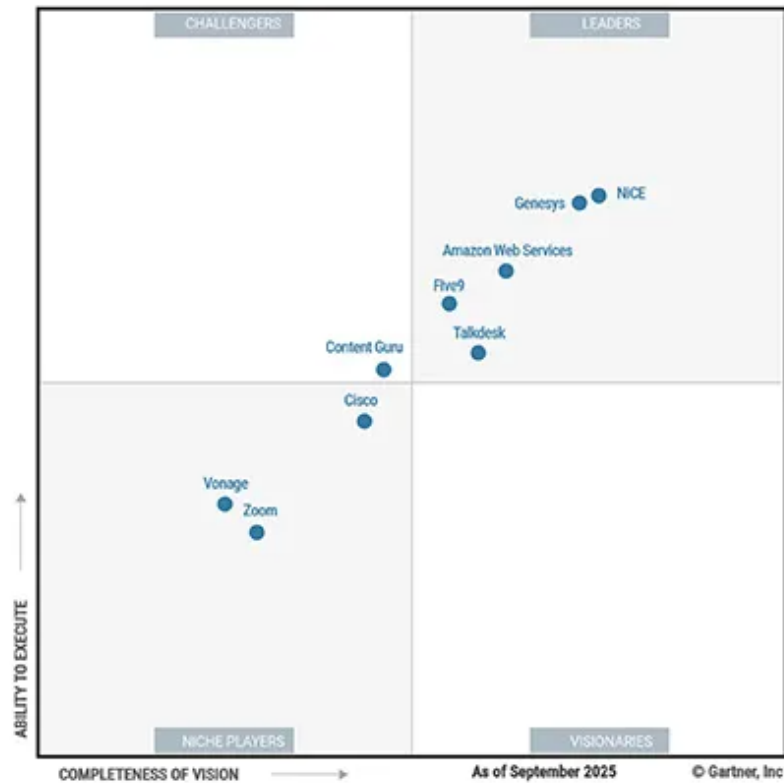
NiCE Cognigy keeps customers in control of their AI strategy with vendor-agnostic orchestration and full AI observability,

Trust, Security & Partnership

NiCE Cognigy operates secure, compliant, and scalable by design with access to a wide friendly customer and partner network.

Two Leaders. One AI Platform.

2025 Gartner Magic Quadrant for
Contact Center as a Service (CCaaS)



2025 Gartner® Magic Quadrant™ for
Conversational AI



NiCE ‘Go To Market’

“AI Integrated”

Agentic Experience
Automation

+

CXone Platform

“AI-first”

Agentic Experience
Automation

+

3rd Party ACD/IVR
Platform

Buying Committee

CCO: CSAT, Efficiency & Compliance

Digital & Transformation: Consolidation & Modernisation

IT: Platform Decisions (Security, Architecture and Integrations)

Operational Owners: Living the daily pain (KPIs, Realtime, Speed)

AI & Risk: Governance, Regulatory, Accuracy, Company Strategy,

CFO: Savings, Consolidation, ROI, Predictability

Happier customers at a lower cost

**Risk, Accuracy,
Control**

**Integration
Complexity**

**Data Privacy &
Compliance**

**Buyer
Concerns**

**Implementation &
TTV**

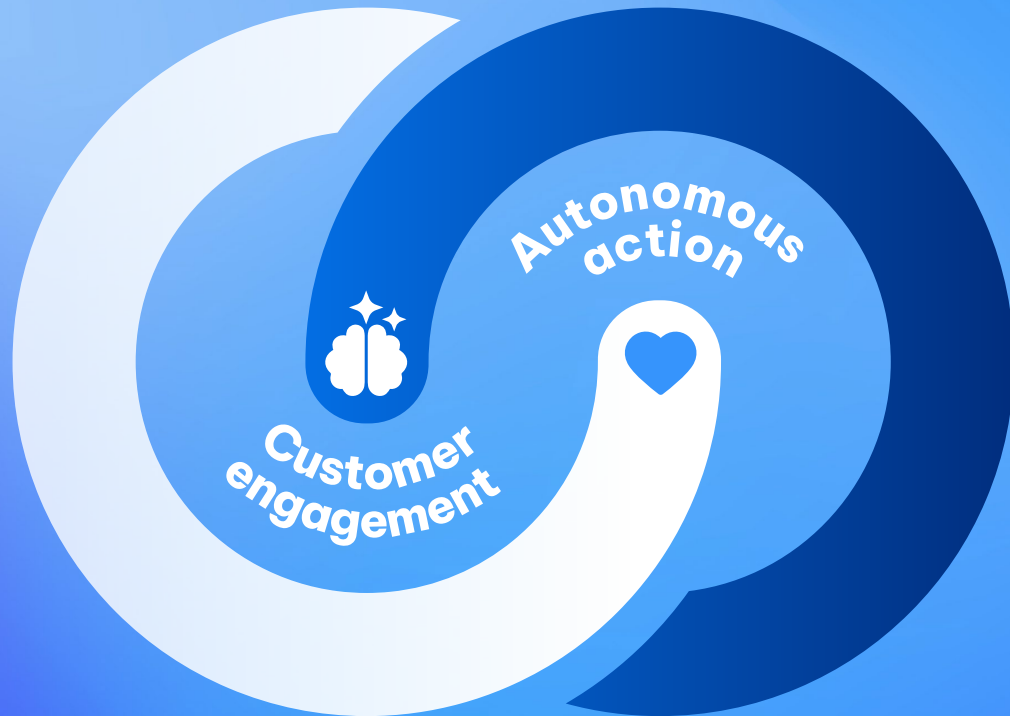
**Organisational
Impact**

Cost & Scalability

Customer Engagement

- Start with Business Problems NOT Technology
- Deep Discovery and Contact Centre visits to uncover operational pain
- Powerful agentic demos relating to incremental value
- Proof Points
- Simple Services
- Day 2 Reassurance / Resources

Why Enterprises Choose NiCE



One platform to automate and orchestrate CX end to end.

One intelligence layer that compounds value with every interaction

One system with humans and AI delivering better outcomes together

One partner proven across industries and the world's largest enterprises



Thank You

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world

From Strategy to Success – Blueprint for Growth through AI and CX Innovation

Mark Harington
VP, Portfolio Solutions, International



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What do our customers need?



**They need
to provide
superior CX**

In a world where
goods and services
are commoditized,
CX is the ultimate
differentiator



**They need
to automate**

An FAQ is not
enough anymore.
Users are expecting
fully-automated
experiences

The digital front door to their brand



CX Automation REVOLUTION

A person in a dark jacket and pants stands on a rocky mountain peak, facing away from the camera with arms raised in a celebratory gesture. The background features a vast landscape of rugged mountains and a thick layer of white clouds filling the valleys, suggesting a high-altitude environment. The lighting is warm, likely from a low sun, creating a golden glow on the scene.

HUMAN ITL

Care, Compliance &
Complexity ...

Autonomous

Rich Data, Compute,
Interoperability

The Cognigy Journey From Conversational AI Platform to Agentic AI

NiCE Cognigy

NLP
Frameworks

2015

COGNIGY
Founded

Conversational
AI Platform

2020

GenAI-enhanced
Conversational AI
Platform

AI Agent
Orchestration
Platform

2025

Impact

- Better CX
- Higher resolution rate
- Higher automation rate

Cognigy Agentic AI

Cognigy Agentic AI is a platform that lets enterprises create highly-flexible, adaptive AI agents, and orchestrate them at scale.

Cognigy-powered AI Agents:



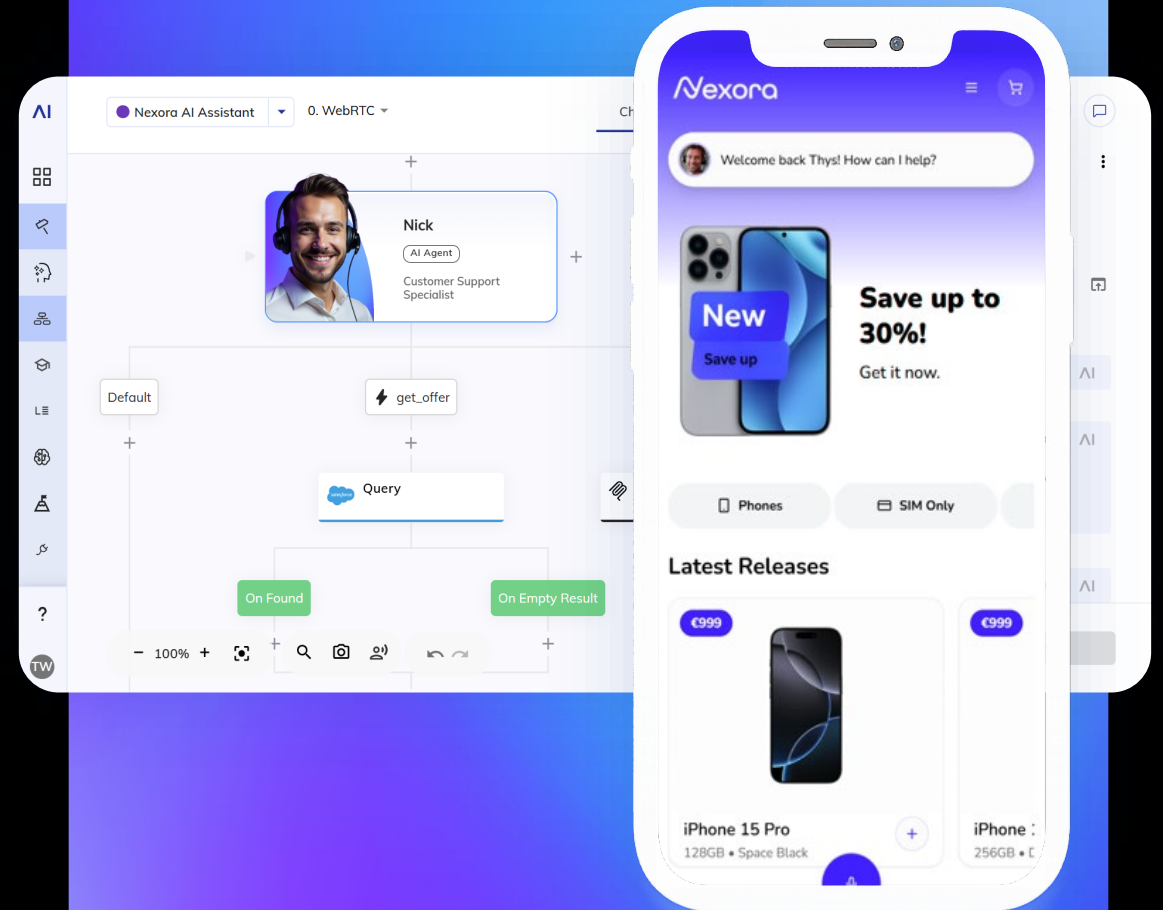
Multi-modal, using chat, voice and device capabilities



Connected with the broader enterprise ecosystem



Built using low-code components, for incredible fast time to market

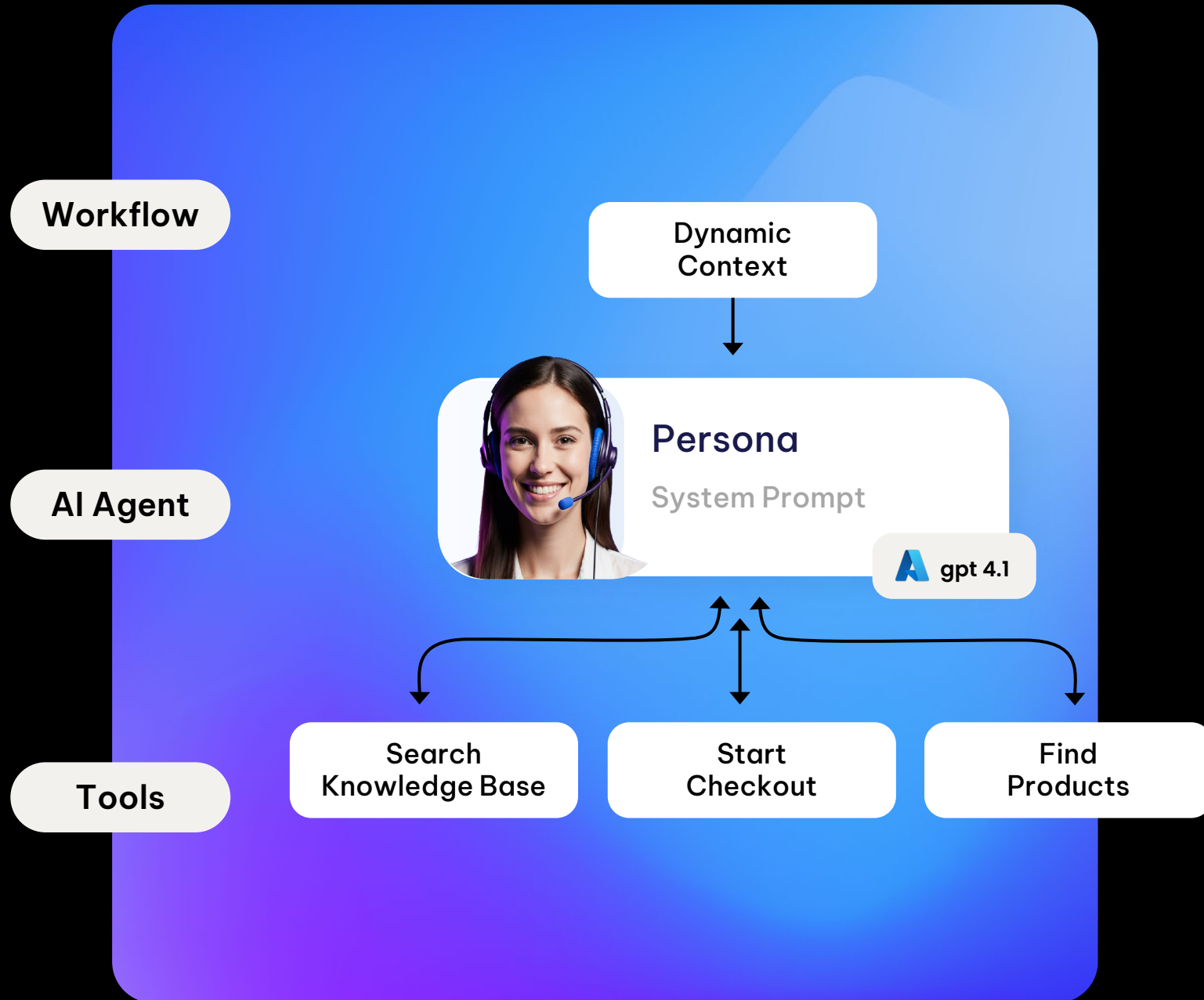


The Anatomy of an AI Agent

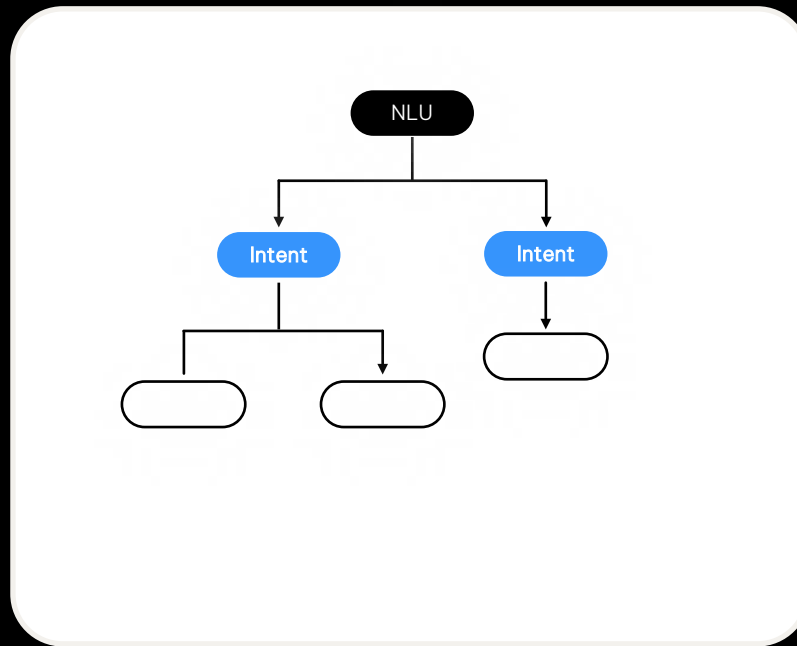
AI Agents are LLM-powered constructs that have the ability to reason and use tools.

They have “agency” over their tool-use and can autonomously decide which tool to use when.

Cognigy.AI allows you to design, train and run AI Agents at scale using industry-leading low-code tooling.



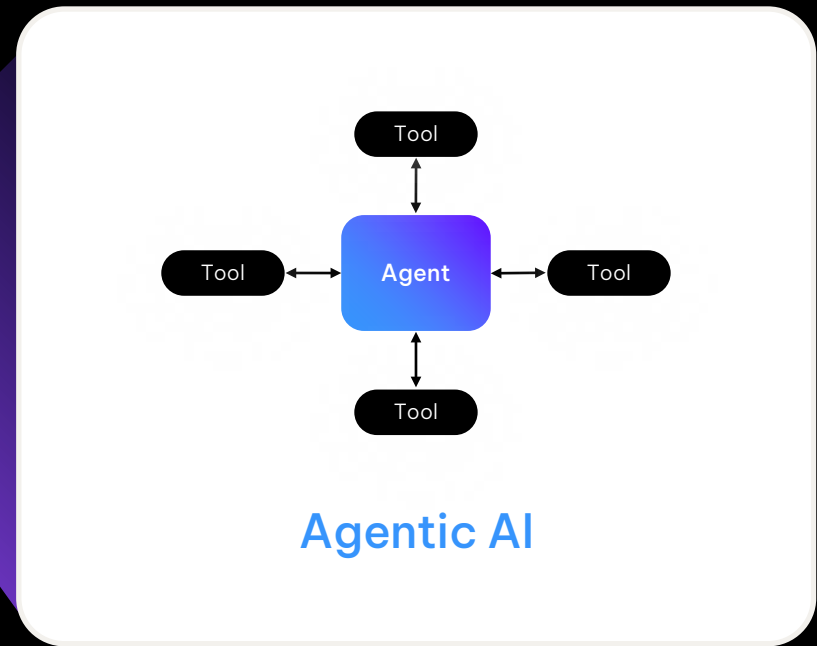
Hybrid AI Agents - Combining Rule-based AI & LLMs



Bank transactions
Reporting medication side effects

...

NiCE Cognigy

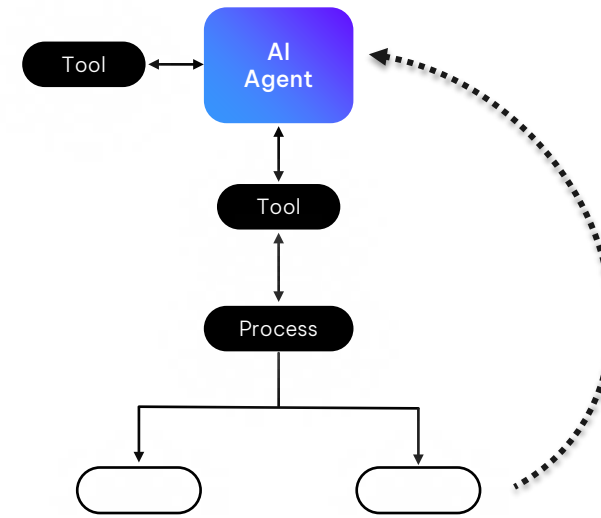
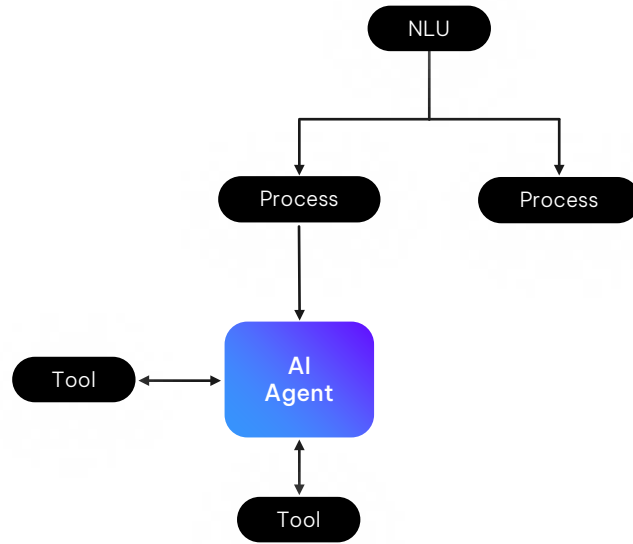


Agentic AI

Engaging conversations
Unpredictable journeys

...

Hybrid AI Agents - Combining Rule-based AI & LLMs

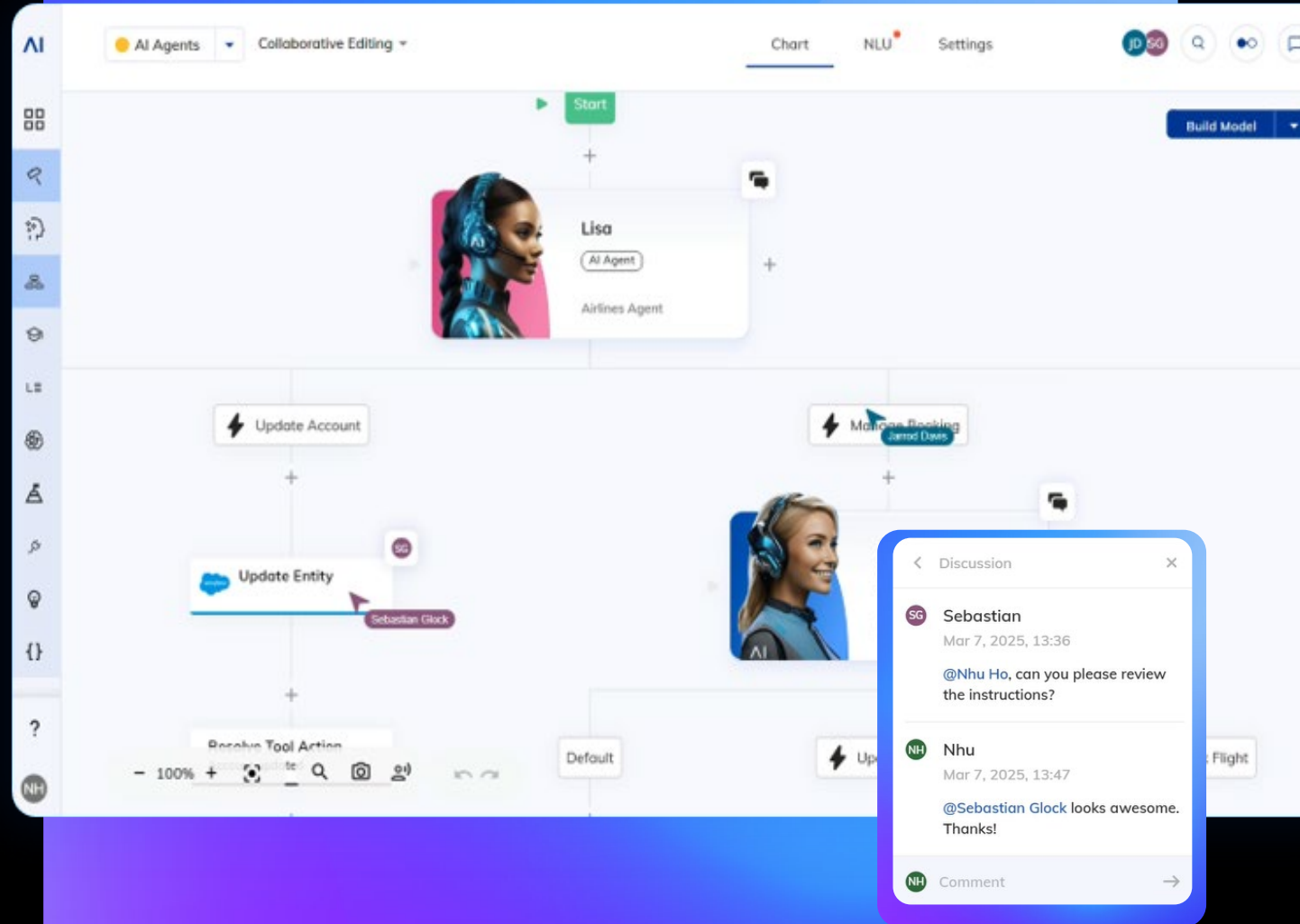


AI Agent Studio

Extremely flexible low code/no-code interface for conversation design and AI Agent lifecycle management. Collaborate in real-time with other AI trainers.

Why it matters:

- ✓ Much faster time-to-market
- ✓ Easier to improve and iterate leading to significantly lower development costs
- ✓ Business user-friendly, decreasing reliance on data scientists & developer resources



Plug and Play Contact Center Connectivity

Cognigy.AI offers pre-built connectors for seamless contact center integration, while Agent Copilot gives service agents the knowledge and tools they need to deliver smooth, consistent customer experiences across channels.

Why it matters:

- ✓ No lengthy contact center connectivity implementations on both voice and digital
- ✓ Guaranteed feature richness (typing indicators, handover parameters, etc)
- ✓ Often ready to go with just a few clicks

The screenshots illustrate the following features:

- Customer Profile:** Sebastian Glock, Residential, with contact details and an action panel.
- AI Knowledge Base:** Article on 'Carry-On Pets' with an AI response: "Say: 'Yes, pets in cabins count as one carry-on item - based on the article above. Note: Pet requires valid passport.'" with 87% confidence.
- Customer Query:** "Hey, so we are on our way to the airport with our cat and I am not sure if we've checked it in. We're wondering if we could just take our cat on board."
- Customer Info:** Mr. Bob Jones, Contractor, with contact details and a table of invoices.
- Products:** Mobile, WiFi-Router, Landline, etc.
- AI Response:** "Hey this is Bob Do I have an open invoice?" with a topic and sentiment analysis.

Pre-Built Contact Center Connectors

- NICE | CXone
- GENESYS
- RingCentral
- AVAYA
- 8x8
- twilio
- bandwidth
- On-prem Voice
- SBC
- (i)PBX

Advanced LLM-Orchestration

Vendor-agnostic approach to GenAI with a broad range of LLMs, out of the box.

Why it matters:

- ✓ No vendor lock-in. Always stay up-to-date in GenAI developments
- ✓ Optimize cost & performance with granular model selection
- ✓ Make LLM production-ready & ensure service continuity with fallback

The image displays a user interface for managing Large Language Models (LLMs). It features a table of existing models, a dropdown menu for selecting a provider, and a form for creating a new LLM configuration.

Name	Model Type
Amazon Nova Lite Project	amazon.nova-lite-v1:0
Azure OpenAI GPT-4.1 Mini Project	gpt-4.1-mini
Azure OpenAI GPT-4o Project	gpt-4o
Claude Opus 4 Project	claude-opus-4-0
Gemini 1.5 Pro Project	gemini-1.5-pro
Gemini 2.0 Flash Project	gemini-2.0-flash
OpenAI gpt-4o mini Project	gpt-4o-mini

Provider Selection:

- Google Gemini
- Azure OpenAI
- OpenAI
- OpenAI Compatible
- Aleph Alpha
- Anthropic
- Google Vertex AI
- Google Gemini
- AWS Bedrock
- Mistral

New LLM Configuration Form:

- Name*: OpenAI o4-mini
- Description: OpenAI's latest small o-series model. It's optimized for fast, effective reasoning
- Provider: OpenAI
- Model: Custom Model
- Model Type: Chat
- Model Name: o4-mini-2025-04-16

Agent Orchestration Diagram:

The diagram illustrates a workflow where a 'Routing Agent' (powered by Sonnet 4) directs requests to 'Booking Agent' (4o mini) or 'Billing Agent' (2.0 Flash). A 'Primary Model' (Nova Lite 1.0) is shown with a warning icon, and a 'Fallback Model' (Gemini 2.0 Flash) is shown as a backup. The final step is 'Send email notification'.

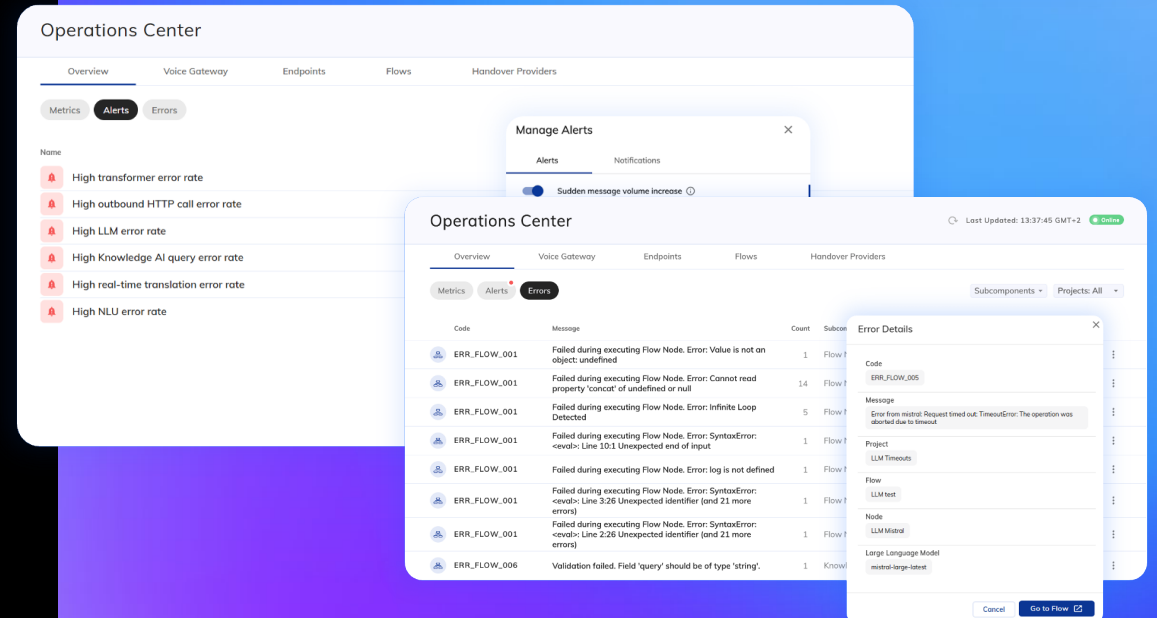
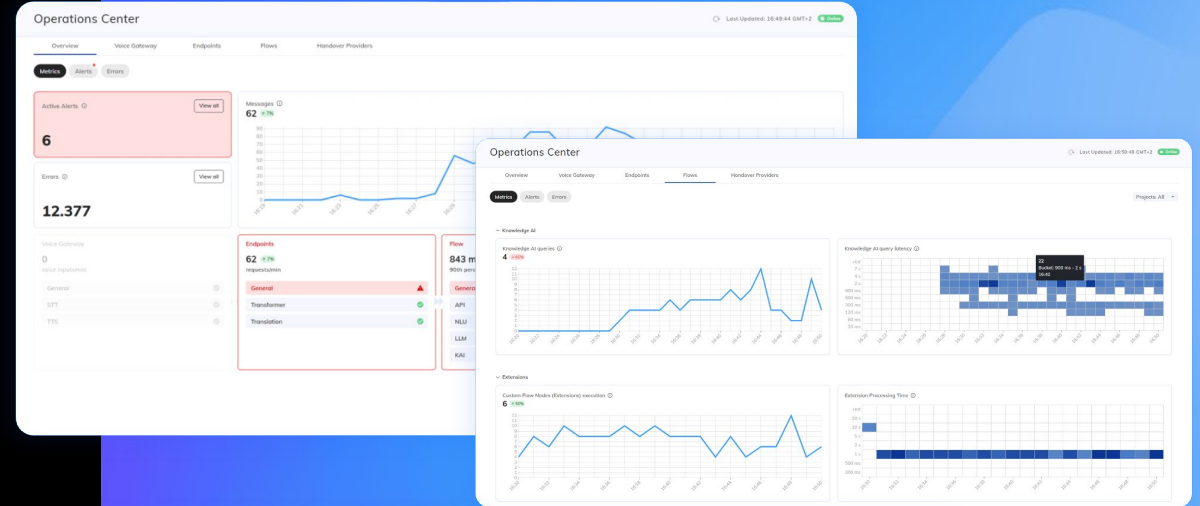
AI Ops Center

Always-on Service. Happy Customers.
Operational Peace-of-Mind.

AI Ops Center is purpose-built for teams who keep AI running in production and ensure customer service excellence:

Why it matters:

- ✓ Real-Time Oversight over all relevant AI Agent system metrics
- ✓ Drill-Down Analysis to Identify the Weakest Links
- ✓ Proactive Alerting enabling you to Act Before Issues Escalation

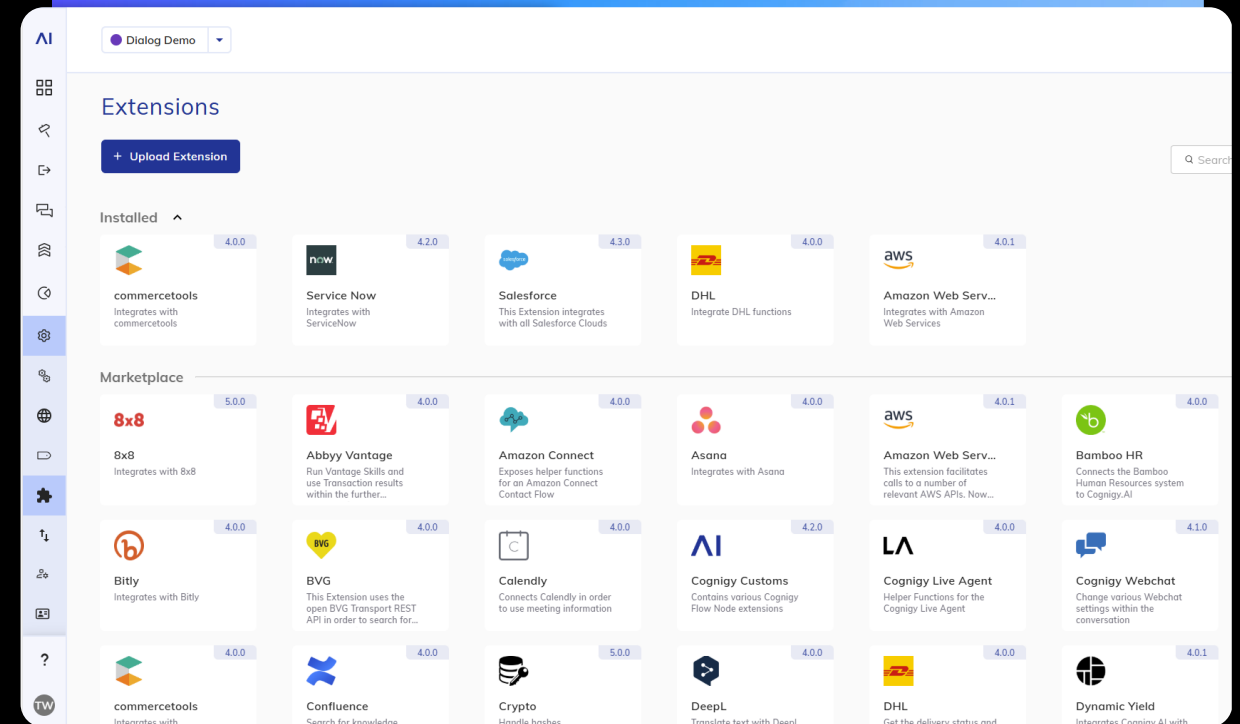


Automation Beyond the Contact Center

Cognigy comes with over 100 built-in integrations and supports unlimited extensibility with our Extension Framework

Why it matters:

- ✓ Accelerate development of transaction-ready AI Agents & reduce deployment time & costs
- ✓ Allow enterprises to add custom functionalities & tailor automation
- ✓ Benefit from an open ecosystem with a growing library of reusable components



AI Agent Evaluation

Use Simulator to test your AI Agents. Synthesize thousands of conversations to understand your AI Agent's performance

- ✔ **Automated Scenario Generation:** Select an existing AI Agent or real-world transcript and let Cognigy handle the rest
- ✔ **Scalable Testing:** Run hundreds of synthetic conversations and set automated schedules to test as often as you need – no manual effort
- ✔ **Measure & Optimize:** Instantly visualize agent performance, uncover weak spots, and drive targeted optimizations

The screenshot displays the Cognigy AI Simulator interface, divided into several sections:

- Create Scenario:** Includes tabs for "Generate from AI Agent" and "Create manually". Under "Persona", the "Professional Problem Solver" is selected. The "Simulation Name" is "Quick Account Unlock Simulation" (31/200 characters used) and the "Persona Name" is "Efficient Responder".
- Simulations / Runs:** A dropdown menu is set to "Simulator Test".
- Efficiency Scores:** A bar chart showing scores for different turn counts (0-2, 3-4, 5-6, 7-8, 9-10). The highest score is for 3-4 turns, reaching approximately 70.
- Success Criteria:** A horizontal bar chart showing success rates for three criteria:
 - Location Confirmation: 12% Succeeded, 88% Failed
 - Efficient Interaction: 12% Succeeded, 88% Failed
 - Successful Reservation: 81% Succeeded, 19% Failed
- Simulation Runs:** A table showing the results of four simulation runs, all of which failed.
- Run 1 Detail:** A pop-up window for "Run 1" showing a "Mission Failed" status and a list of success criteria: Successful Reservation (Passed), Efficient Interaction (Passed), and Location Confirmation (Failed). A chat bubble from the AI agent is also visible.

Name	Status	Efficiency	Sentiment	Turns
Run 1	Failed	5/10	Positive	5
Run 2	Failed	9/10	Positive	5
Run 3	Failed	9/10	Positive	5
Run 4	Failed	7/10	Positive	5

Enterprise ready

Certified and Tested



End-to-end Encryption

We use end-to-end encryption for all data. Your data stays yours.



Secure Cloud Hosting

Operate on a secure, enterprise-ready SaaS platform built for reliability.



Proven Scalability

Cognigy handles tens of thousands of concurrent sessions.



ISO 27001



SOC 2 Type II



PCI DSS - SAQ D,
Merchant



HIPAA



GDPR



AI Agents for Proactive Engagement

Intelligently initiates and conducts customer conversations at scale, dynamically adapting each journey to help you grow your revenue and reduce costs.

Why it matters:

- ✓ Expands AI agent value, use cases, & possibilities—no longer just for reactive containment.
- ✓ Achieves your targeted business goals (reducing costs, maximizing operational efficiency, driving new business) by reaching customers proactively.
- ✓ Uses all available data across sources to understand exactly when and how to initiate a conversation with each customer, and what to say.

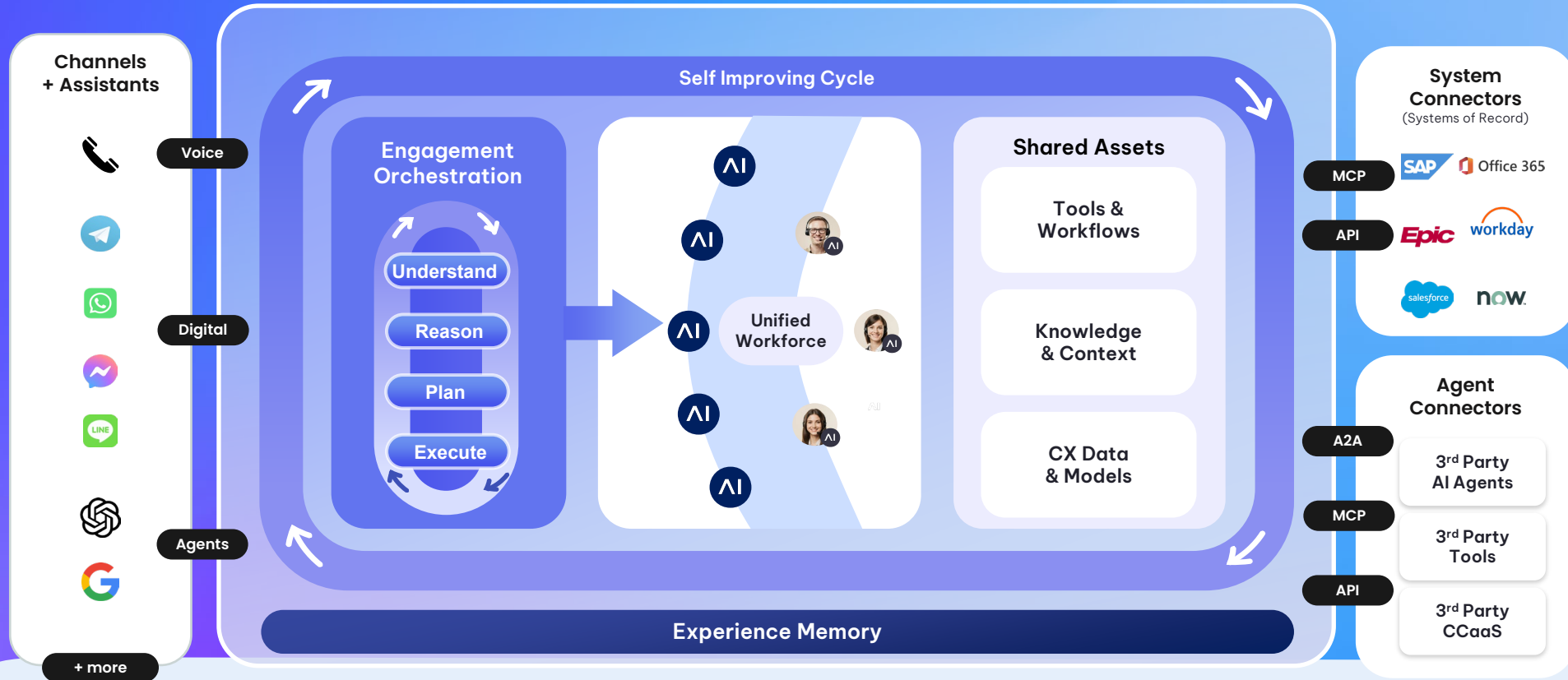
The image displays the Proactive AI Agent interface, which is used for managing customer journeys and handling inquiries. The top section shows the date and time: Wednesday 11:00-Noon, and the location: AI Packages #1 (Automated Insights & Proactive) Strand 13 - Theater.

The main interface is divided into several sections:

- Header:** Displays the date and time (Wednesday 11:00-Noon) and the location (AI Packages #1 (Automated Insights & Proactive) Strand 13 - Theater).
- Left Sidebar:** Contains navigation options such as Dashboard, JOURNEY, Data Processors, Contact Actions, Conversations, Code Snippets, Lookup Tables, Data Validators, Outbound Interactions, and Reports.
- Main Content Area:** Shows a workflow for "Pre-approved and homeowner" with various triggers and actions. The workflow includes rules like "Appointment Date/Start/End Changed" and "earlier_appointment_offer_end :-> [any]", leading to actions such as "Schedule Appointment Conversations", "Offer Earlier Appointment", "Offer linked credit card", "Trigger further information needed conversation", "Clear further details chasers", "Clear portal completion chasers", and "Trigger portal completion chasers".
- Bottom Section:** Displays a customer chat history for a specific case (87634631). The chat shows a conversation between the customer (Jordan) and the AI agent. The customer asks for help with broadband performance, and the AI agent provides information about SuperFibre broadband and offers a remote reset of the router. The chat history includes timestamps and the AI agent's responses.

The interface is branded with NICE | CXone and version 189.0.

The Agentic CX Platform



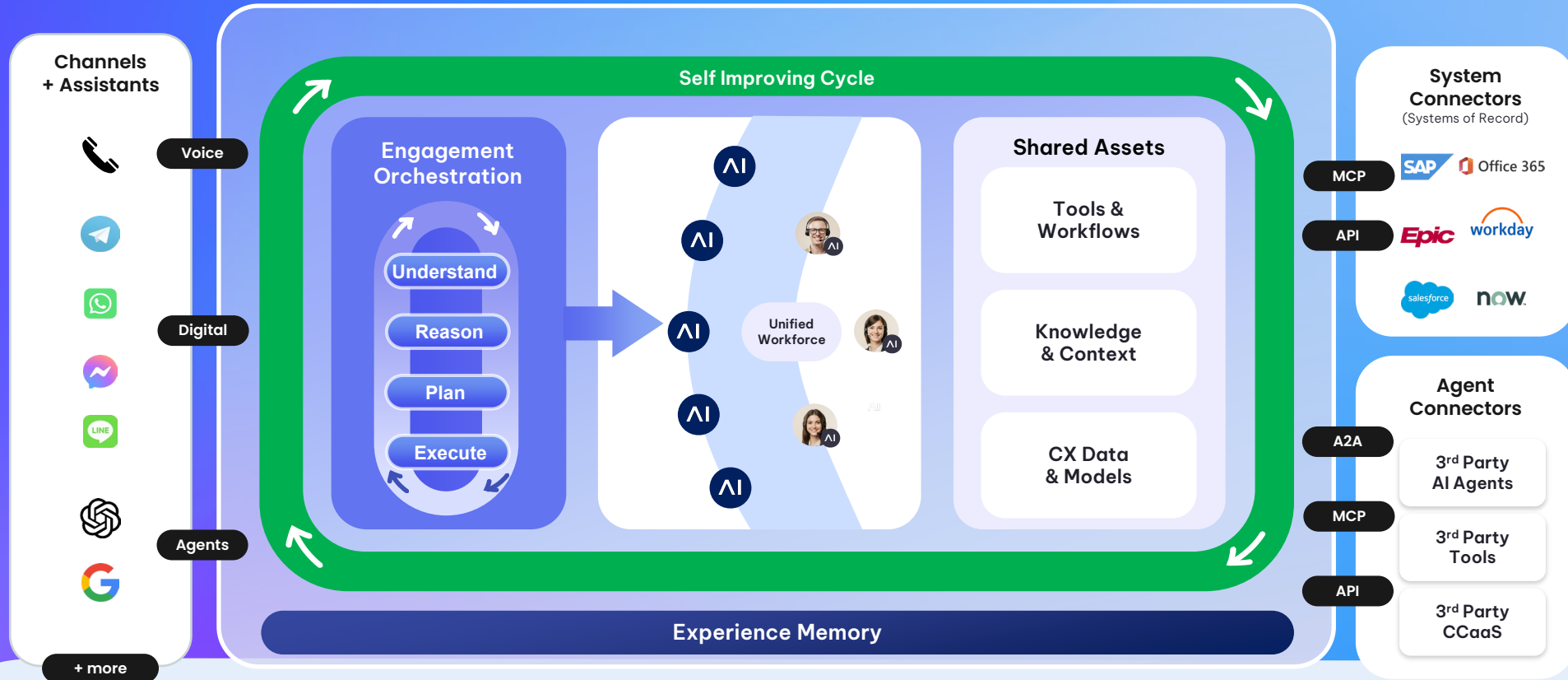
Observability + AI Ops

Unified Data Layer

Advanced Analytics

Security & Compliance

The Agentic CX Platform



Observability + AI Ops

Unified Data Layer

Advanced Analytics

Security & Compliance

How we Differentiate

Hybrid AI Agents



AI autonomy with enterprise control

Blending agentic, LLM-driven autonomy with deterministic, NLU-driven workflows

AI Ops & Orchestration



Maximum flexibility and observability

Vendor-agnostic, granular LLM orchestration, combined with real-time AI oversight

Native CC Connectivity



Fastest time-to-value for CX automation

Voice-native agents with full-stack telephony integration and Agent Copilot

Multi-Modal experiences



Rich & engaging customer journeys

Blending voice, text, rich media, and mobile device capabilities in a fluid interaction

Enterprise Readiness



Scalable with any enterprise demand

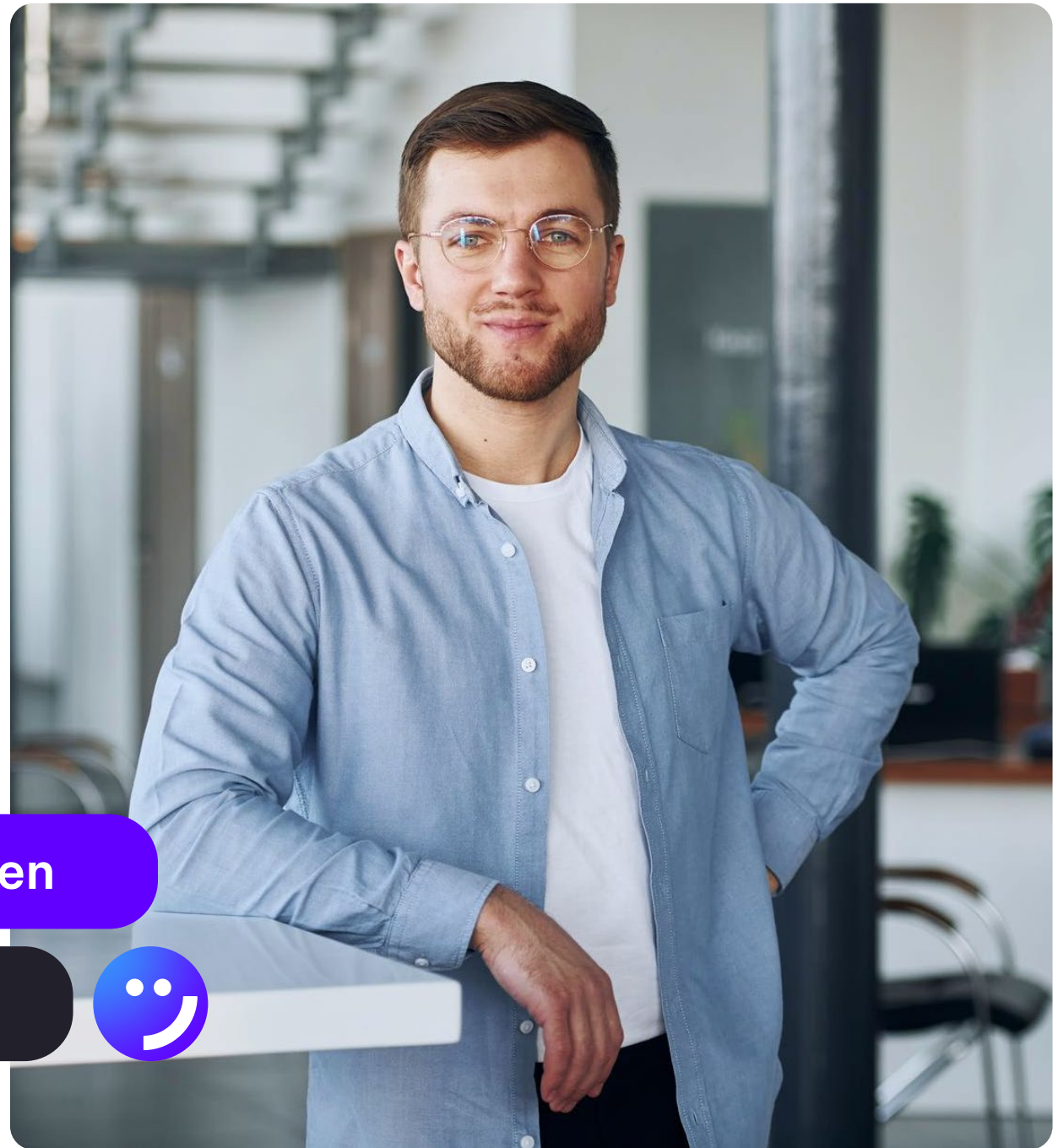
Certified with top industry standards. Elastic scaling, robust RBAC and security architecture

HILT

Human Augmentation

Proven

Reliable



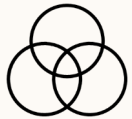
State of the Market



Calls Not Contained



More Informed Customer
"I Have a Complex Issue that a Bot Cannot Solve"



Increased Complexity

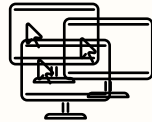


Agent Knowledge Gaps



Longer Handle Times

Additional Pressures



6 to 10 Different Desktop Systems



Manage Across Channels



Navigate AI & Future Tech Stack



KPI Scoreboard Pressures



Negative Results



Lower CSAT



Lower ESAT



Lower FCR



Higher Operating Costs



Copilot – AI Assistant



Real-Time Summary

Immediately understand context of the conversation



Transfer Summary

Understand previous agent interaction and why transferred



Customer Sentiment

Identify interaction satisfaction in real time



Automated Summary

Post Call overview embedded within Copilot panel



Knowledge Response

Context driven, conversation ready response based on customer's knowledge base



Task & Process Automation

AI Agents automate tasks and processes across the business.



Custom Prompts

Utilize LLM to tailored for client's defined experience

The screenshot displays the CXone Agent interface. At the top, the header shows 'Agent' and 'CXone' branding, along with system status indicators like 'Unavailable (00:21)'. The main chat area shows a conversation with 'Julie Gerver' (Customer Support) and 'Agent Smith'. The chat history includes a message from Agent Smith: 'Hello, thank for you contacting OneTread, this is Maya, how can I help you today?' and a response from Julie Gerver: 'Hello, I'd like to make an appointment to get my bike installed. I tried scheduling an install but there were no available times.' Below the chat, there is a 'Chat with Julie' input field and a 'Replies' button.

On the right side, the 'App space' panel provides a summary of the customer's journey. It states: 'Julie recently purchased a OneTread 1000x Bike and would like to have it installed.' Below this, the 'Journey Summary' notes: 'Customer recently purchased a OneTread bike and would like to have their bike installed. They attempted to schedule online but were unsuccessful.' The 'Customer Sentiment' section indicates: 'Julie has been trying to navigate the install process online.'

The left sidebar contains navigation icons for various functions, and the bottom of the interface features a 'Search Copilot' search bar.

Process Automation

Execute AI Agent Workflows from Copilot

Simplify workflow automation into a single, guided interface

- Monitors conversation to identify actionable intents, errors, or opportunities
- Capture customer tailored info to present to Agent
- Execute automated workflows with multi-turn reasoning, branching forms, and dynamic prompts
- Automate tedious time wastes to reduce Agent load while improving CSAT, FCR, & AHT

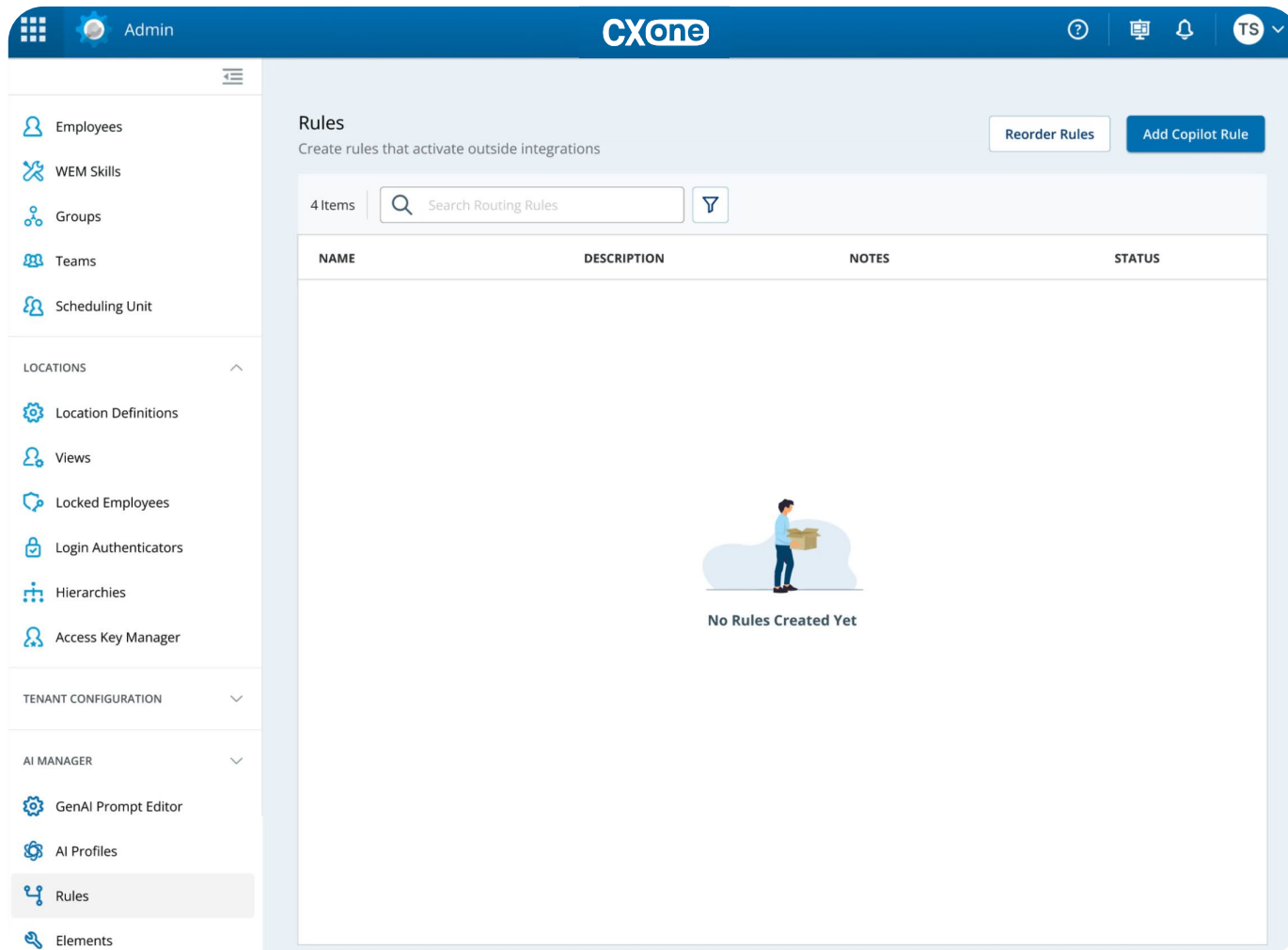
Improve Agent efficiency while ensuring predictable & error-free execution

Select powerful AI Agent (Cognigy) defined workflows from Copilot Profile for accelerated GTM

The screenshot displays the CXone Agent interface. On the left, a sidebar lists agents: Emery Wilson (Customer Support, 15 min), Maggie Rosen (Customer Support, 15 min), and Peter Brier (Sales Support, 2 hr). The main chat window shows a conversation with Emery Wilson. The customer message reads: "I think I bought a warranty when I got the bike, but let me know if that's not the case." The agent's response is: "Let me take a look and see what warranty you have and what is covered." On the right, the "App space" panel provides context: "Emery would like to file a claim under her bike's warranty and needs assistance." It includes a "Journey Summary" stating: "Emery's tablet on her OneTread x1000 bike has been freezing up and displaying a blinking red light. She has tried to troubleshoot online with no luck." and a "Customer Sentiment" section stating: "Emery has been trying to navigate the claim process online." The interface also features a search bar for "Search Copilot" and a "Replies" button.

Copilot Proactive Cues for Agents

Automate Agent actions via customized triggers



Improve human agent conversations with context-initiated rules & triggers

- Trigger tailored agent announcements based on context
- Create new rules & elements to enforce business logic
- Customize triggers to initiate workflows or downstream activities
- Define new elements to trigger based on the conversation
- Present interview questions to enhance CSAT, FCR, & AHT

Automatically capture & fill in answers to predefined questions or forms

Configure within AI Agent (Copilot) Profile to accelerate & simplify GTM

Copilot Decision Tree

Increase Agent efficiency & build relationships

Accelerate initiatives and decision tree to display topics to complete a form to initiate a task or capture info into CRM

- Guide human agents through decision tree interview process
- Accelerate human agent intake & processing
- Auto-capture responses & edit for accuracy
- Interview or form-fill with conversation element
- Present interview questions to enhance CSAT, FCR, & AHT

Automatically capture & fill in answers to predefined questions or forms

The screenshot displays the CXone webchat interface. At the top, the CXone logo is visible, along with a status indicator for 'Unavailable (00:21)'. The main chat area shows a message from 'Agent Smith' that says, 'Hello, thank for you contacting OneTravel this is Maya, how can I help you today?'. Below the chat area, there is a section for 'Chat with Monica' with a text input field. On the right side, the 'App space' panel is open, showing a 'Customer Sentiment' analysis for Monica, stating: 'Monica would like to book a trip to New York City for Spring Break.' and 'Monica has been trying to navigate the travel booking process online.' The interface includes various navigation icons and a search bar for the Copilot.

Copilot for Workforce Managers

Saving time
with automation

The screenshot displays a Copilot chat window. At the top, there is a 'View Agent Schedule Details' button. A user message from Sean Allen at 2:06 PM asks for schedules for agents 70005, 70002, 70001, 70004, and 70015 for today. The Copilot response at 2:06 PM provides the requested schedules for 10/28/25 in America/Chicago, presented in a table.

ID	AGENT NAME	SCHEDULE	
70001	Clark Merrick	12:00 AM - 10:00 AM	▼
70002	70002	12:00 AM - 10:00 AM	▼
70004	70004	12:00 AM - 10:00 AM	▼
70005	70005	12:00 AM - 10:00 AM	▼
70015	70015 70015	2:30 AM - 1:30 PM	▼

Below the table, there is a text input field with the placeholder text 'Please choose one of the options above or type here' and a send button.



Performance Monitoring

Helen Parr

EVALUATION SUMMARY

BULK EVALUATION SUMMARY

1 team

2 groups

AVERAGE SCORE
58.21

3 Evaluations

Search



EVALUATION...	DURATION	DATE	SCORE	PLAN N...	CRITE...	LAST MODI...	LAST MODI...	STATUS		
⤴ Helen Week...	-	30 Oct, 2022	12.34	-	4	25 Oct, 2...	25 Oct, 2...	✔ Completed		
	01:45:00	25 Oct, 2022	56.78	Stand...		25 Oct, 2...	25 Oct, 2...	✔ Completed		
	00:30:15	22 Oct, 2022	90.12	Premi...		25 Oct, 2...	25 Oct, 2...	✔ Completed		
	03:05:45	20 Oct, 2022	34.56	Famil...		25 Oct, 2...	25 Oct, 2...	✔ Completed		
⤵ Helen Week...	-	30 Oct, 2022	12.34	-	3	25 Oct, 2...	25 Oct, 2...	✔ Completed		
⤵ Helen Week...	-	30 Oct, 2022	12.34	-	2	25 Oct, 2...	25 Oct, 2...	✔ Completed		
⤵ Helen Weekl...	-	30 Oct, 2022	12.34	-	5	25 Oct, 2...	25 Oct, 2...	✔ Completed		

Helen weekly Evaluation



Agent Helen Parr | Evaluations 3

Short Summary



- Demonstrates exceptional consistency and high-performance across multiple evaluations
- Achieves near-perfect scores in customer interaction sections
- Exhibits remarkable skills in problem solving, trust building, and communication
- Shows steady excellence in recent evaluations
- Identifies subtle opportunities for strategic growth
- Displays potential for leadership development

Evolving Criteria



Strengths & Improvements



Strengths

- Clear solutions provided
- Proper closing protocol followed
- Solid call flow adherence

Improvements

- Process Accuracy
- Politeness
- Informing appointment details

Suggestions

- To maintain politeness include small breaks
- Improve processing skills with the company knowledge base

Search by name, number, ID, text, or s

Filters

Clear All

Focused View

SKILLS

AGENTS

AI AGENTS

CONTACTS

Live Summary

Hide Section

Active AI Agents

28

+12% from avg. ↑

AI Contacts Requiring Attention

8

Out of Total 3,080

Current Customer Sentiment



😊 Positive 1221
 😐 Neutral 1271
 😞 Negative 588

Today's Containment Rate

82%

+3% from yesterday ↑

Today's Average Quality Score

78%

-2% from yesterday ↓

Today's Human Agent Escalations

156

-11% from yesterday ↓

AI Agents

Hide Section

AGENT TYPE (28)	ABANDONED RATE	AVG TIME TO ESCALATION	AVG DURATION	AI CONTACTS	AVG CONTAINMENT	AVG QUALITY SCORE	AVG SENTIMENT	ESCALATION	ACTION
Billing Inquiry Bot	9%	2:22	7:25	847	89%	87% Healthy	😊 Positive	11%	🗑️
Tech Support Agent	89%	1:36	9:52	523	76%	71% Warning	😊 Positive	24%	🗑️
Order Status Bot	6%	5:16	5:46	312	94%	92% Healthy	😊 Positive	6%	🗑️

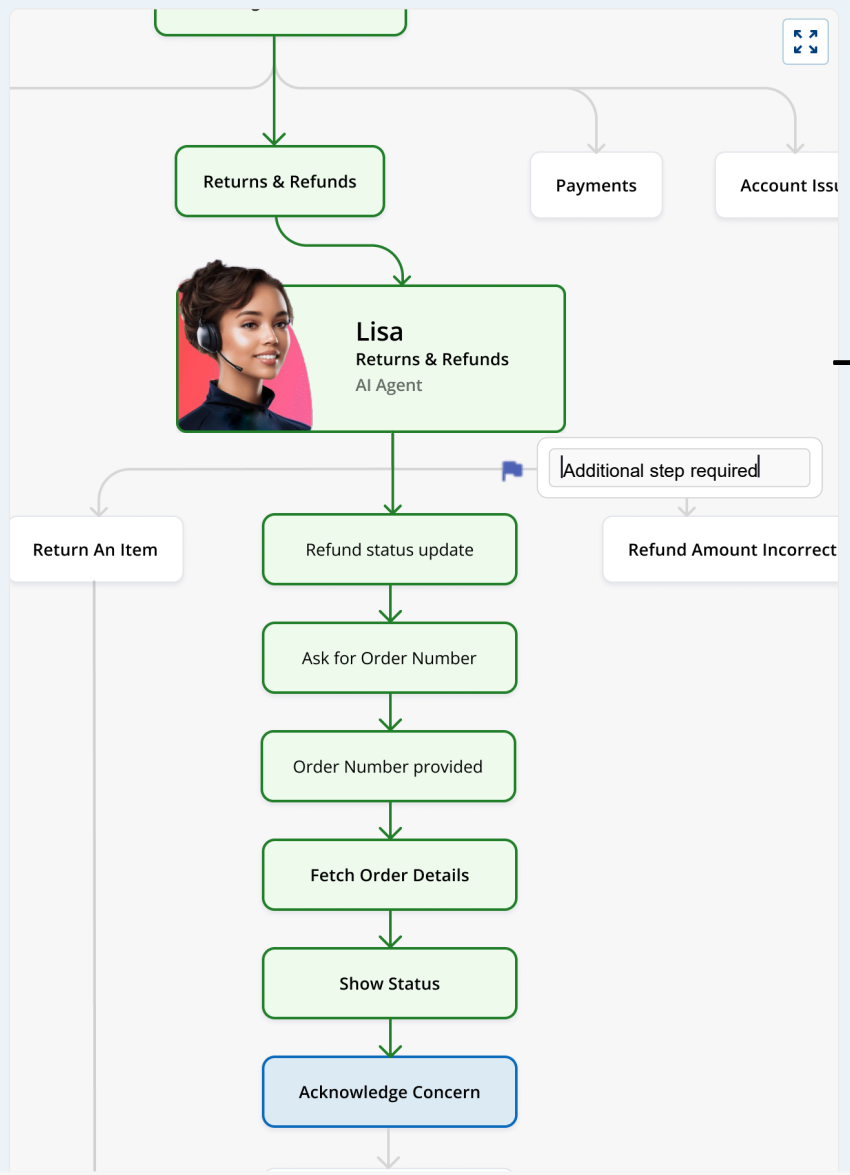
AI Contacts requiring attention

Hide Section

AI CONTACT ID (36)	CHANNEL	AI AGENT TYPE	CUSTOMER	DURATION	QUALITY SCORE	CUSTOMER SENTIMENT	ISSUE DETECTED	ACTION
C-78234	WhatsApp	Returns & Refunds	Guy McKinney	6:42	42% Critical	😞 Negative	Repeated clarification requests	👁️

< Back

Live Monitoring • C-78234



Returns & Refunds Agent

Thank you for calling. I'm here to help with orders and delivery, returns and refunds, payments, or account issues. Please tell me what you're calling about today.

✓ 3 minutes ago

Guy McKinney

I'm calling about a return. I sent back the router and I still haven't received my refund. I've already called about this before.

3 minutes ago

Returns & Refunds Agent

I'm sorry to hear that. I'll connect you with our returns and refunds assistant who can help check the status of your refund.

✓ 2 minutes ago

Returns & Refunds Agent

Hi, you've reached returns and refunds. My name is Lisa. I'll help you check what's happening with your refund today. Just to confirm, are you calling to get an update on a refund?

✓ 2 minutes ago

Guy McKinney

Yes. I returned a router almost a month ago, and there's been no refund and no clear answer.

1 minute ago

Returns & Refunds Agent

Thank you for explaining. I understand how frustrating that can be. To look into this for you, I'll need your order number. You can say it now.

🕒 a few seconds ago

Monitor

C-78234
Returns & Refunds
Guy McKinney 6:42

Live Summary

The customer returned a 5G Home Router (ORD-784512) almost a month ago. The device was received at the warehouse, but the refund is still pending, awaiting final verification of the device and confirmation with the original order. The customer has previously called several times over the past weeks and is frustrated by the repeated delays.

Search...

SKILLS

- Technical Support Chat
- Customer Service Refunds
- Claims & Legal

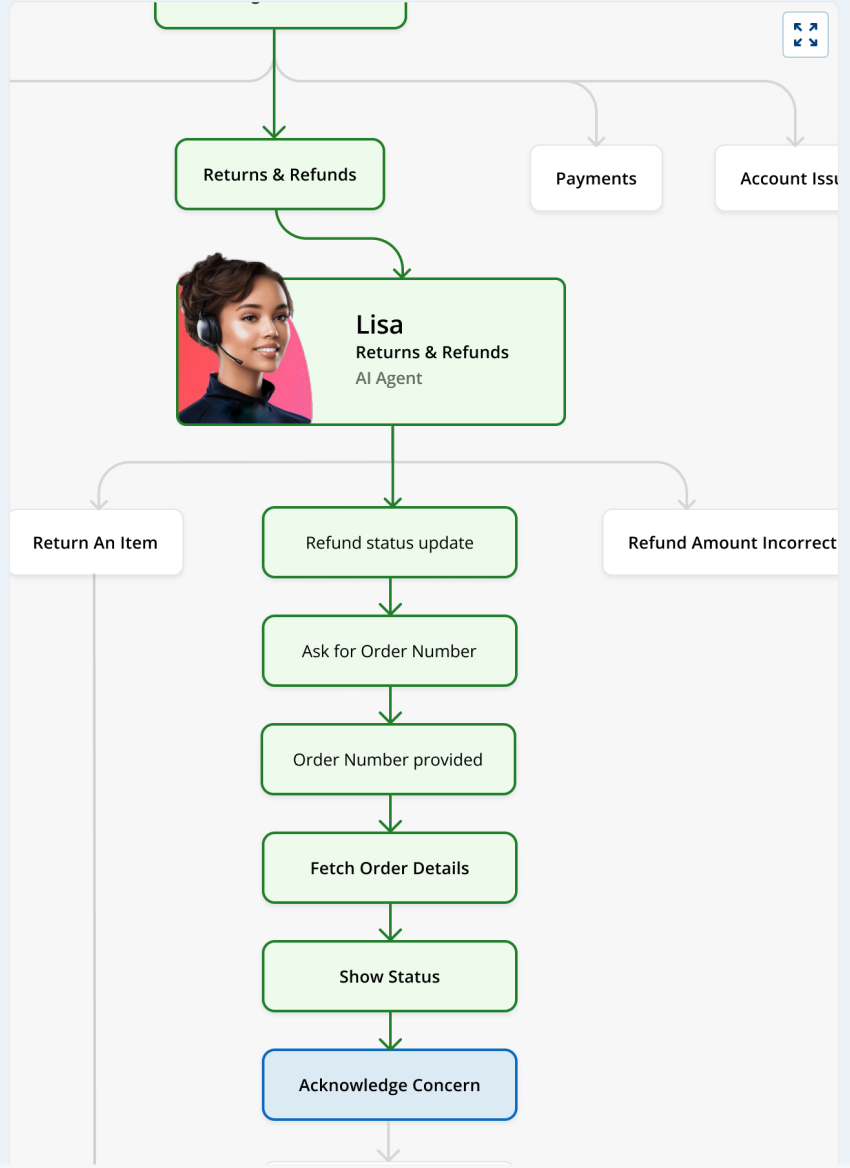
AGENTS

- Hank Medhurst
- Jean Hickle
- Krista Cooks

Alerts, Chat, Headset

< Back

Live Monitoring • C-78234



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🚩 👤 ➡

You are about to takeover a call
Are you sure?

LB

⚠️

🗣️

🎧

The Complete CX AI Solution on One Platform.

The only platform that automates customer experience, empowers the workforce, and orchestrates end-to-end customer engagement.



AI agents for agentic automation

Accelerate AI-driven automation to scale customer satisfaction—dramatically reducing time-to-resolution through intelligent containment across agentic voice and chat.



Human agents elevated with AI

Blend real-time Copilot guidance, automated insights, auto summarization and sentiment intelligence to deliver more confident agents and more human customer experiences.



From interactions to outcomes

Bring every customer interaction together into a connected journey. Proactively prevent issues, guide experiences in real time, and unlock insights that improve satisfaction, efficiency, and loyalty.



Secure end-to-end platform

A single, sovereign-grade platform that brings together customer engagement, workforce engagement, and knowledge management—delivering seamless experiences from first interaction to final resolution.

Thank You

Create a **NiCE** world 😊