

Virtual Agent Hub

Orchestrate conversational self-service AI bots with ease.



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CXone Virtual Agent Hub simplifies deployment of conversational chat & voice bots in the contact center—for smarter self-service and better automated experiences for customers. Instead of rules-based bots or fixed menus. Securely integrate AI bots to automate routine customer requests and enhance agent-assisted interactions with conversational IVR and chat.

Orchestrate AI-assisted customer journeys with ease from a unified CX platform that unlocks complete control of the customer experience. As part of CXone, Virtual Agent Hub uses the same powerful design tool, CXone Studio, to ensure a continuous contact flow, including seamless omnichannel elevation from bot to agent with full context, so customers never start over.

THE FUTURE IS CONVERSATIONAL.

Enhance voice and chat interactions with AI.

- **Manage inbound interaction volume** by letting customers self-serve on common requests, such as scheduling and status updates
- **Serve more customers, faster:** Automate first-level engagements with voice bots or text-based self-service
- **Boost self-service adoption:** Offer 24/7 convenience by automating the most common customer requests—account status, payments, scheduling and more
- **Leverage third-party AI capabilities** in Machine Learning and Natural Language Understanding engines that improve intent recognition—making AI-powered bots smarter with time and use

BYE-BYE, BLIND TRANSFERS

Hello higher-value engagements.

- **Jump-start agent interactions** by collecting customer information up-front
- **Expand IVR** with a conversational voice bot that greets callers and collects details before elevating to an agent
- **Eliminate blind transfers:** Empower agents to deliver a more personalized engagement ensuring they have all the information about the customer and what they did before they reach the agent.

- **Augment interactions with automation:** Use Studio actions to combine bots with live assistance, including seamless transition of customer to agent with full context, so there's no need to start over
- **Improve agent efficiency:** Seamlessly blend AI bots with agent-assisted interaction flows for powerful customer journeys

SIMPLY SMARTER SELF-SERVICE

Boost efficiency and expand operational capabilities with bots.

- **Reduce costs** by enabling customers to solve basic needs themselves (like bill payments and account inquiries) traditionally handled by agents
- **Complete control of contact flow** for the best customer experience, including seamless transfer to agent for more complex issues or when a human touch is best.
- **Orchestrate intelligent data-directed routing flows for voice and chat.** Freely deploy and manage third party AI bots for voice and chat self-service. Drag-and-drop bots into new or existing Studio routing flows. Extend with data integration (CRM and more).

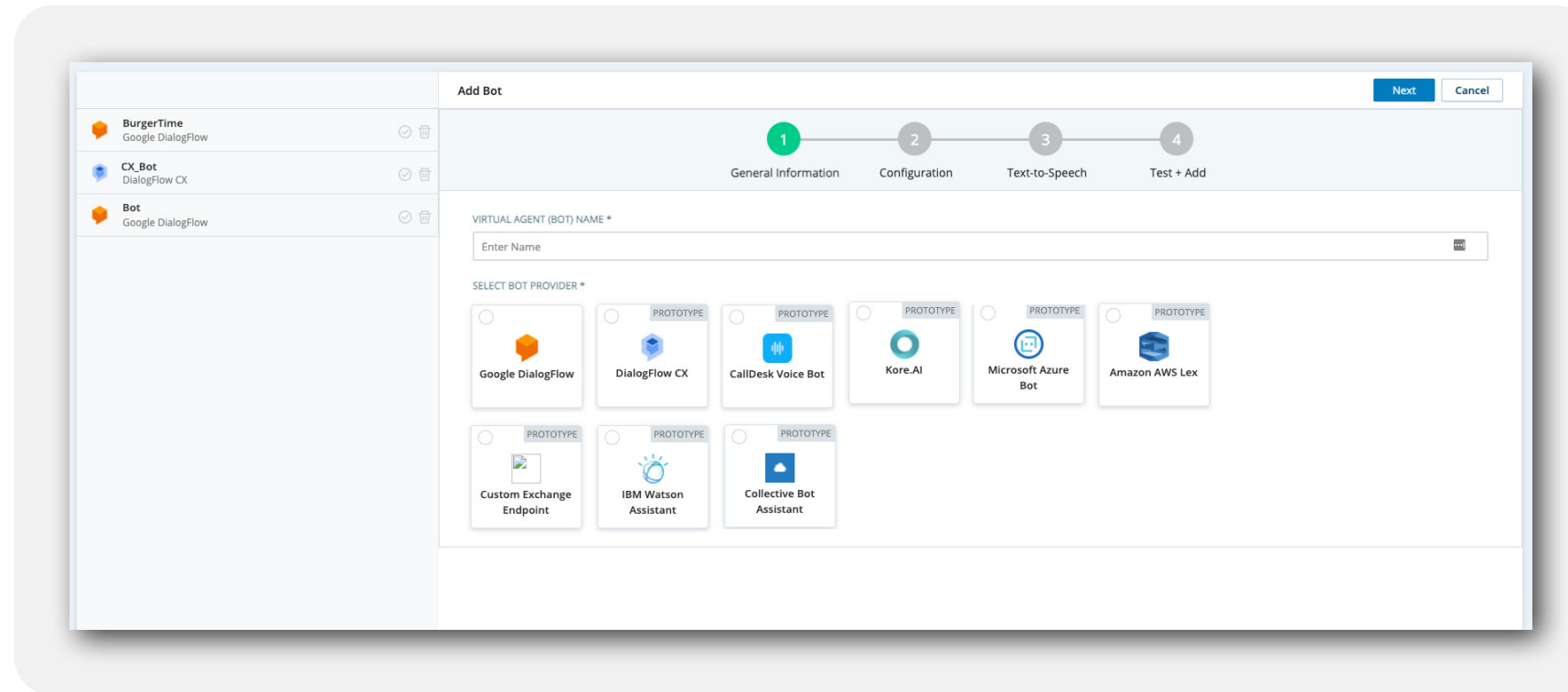
FEATURES

- **Deploy AI-powered bots** for voice (IVR) and text (chat, SMS) to automate common tasks usually handled by agents, such as inquiries (balances, rewards) or status requests (orders, claims)
- **Eliminate endless voice prompts and static menus!** Greet customers with a contextually rich automated experience that's on-brand
- **Boost First Contact Resolution (FCR) and reduce handle time** with automation that gets customers what they need
- **Save time, effort and costs:** Automate routine requests to free up agents to focus on higher-value interactions
- **Simplify maintenance, easily scale:** Eliminate delays and reliance on external resources

KEY BENEFITS

- **Bring-your-own bot for 'no code' integration:** Simple secure registration of AI self-service apps with configuration and built-in bot preview
- **Extend IVR with conversational AI** that lets customers speak naturally when they call your business
- **Drag-and-drop actions** to orchestrate a continuous contact flow: Seamlessly transition customers from bot to live agent as necessary (with full context)
- **Unlimited ways to expand, customize and personalize:** Integrate rich content, API calls, data sources (CRMs and more)
- **Fully configurable with complete control** of context and contact flow. Maintain full recordings and metadata

Unified hub to integrate
AI-powered bots for voice
and chat

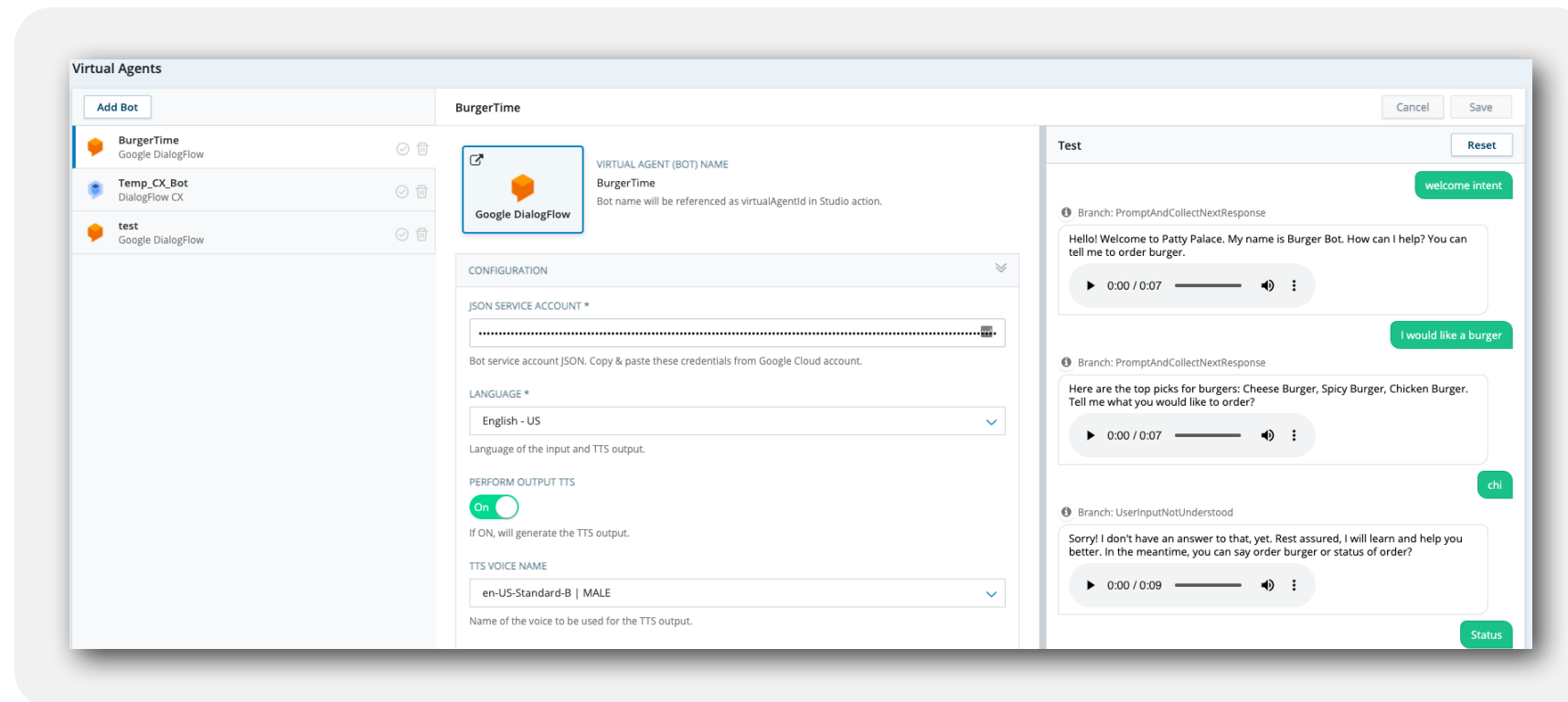


About NICE

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

CXone Virtual Agent Hub
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conversational self-service



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