NICE Enlighten Autopilot

Provides personalization at scale for increased customer loyalty

Enlighten Autopilot is purpose-built AI for consumers that provides personalization at scale for increased customer loyalty, delivering seamless experiences via digital journeys or AI-designed virtual agents. Create customized self-service when and where consumers need them with trusted company knowledge to align every response with brand and business goals.

Acting as a trusted and valued employee for business, consumers have access to AI-driven applications that have fully conversational responses that understand intent for faster, smarter, and more effective self-service. Employees are left with fewer repetitive tasks, leaving more time to focus on higher-touch, higher-value human-led experiences.

TRUSTED COMPANY KNOWLEDGE

Align all interactions with business goals

- Connect to enterprise grade knowledge for access to even more information
- Know what to talk about, and what not to talk about
- Orchestrate your CX business based on consumer needs

UNDERSTAND COMPLEX INTENTS

A human level of comprehension

- Smarter, more efficient self-service and AI-driven applications that have fully conversational responses that understand intent faster
- Ability to build chatbots that are fully fluent in consumer needs
- Self-service that feels like a conversation

WHAT THEY WANT ON THEIR TERMS, FASTER

Deliver optimal experiences for increased loyalty

- Meet customers where they are when they need it
- Agents and business have more time to focus on higher-touch, higher-value human-led experiences
- Ability to context switch, back jump, and offer proactive messaging

KEY FEATURES

- Designed to protect brands
- Understands customer intents
- Responses aligned with brand and business goals
- AI-powered fully personalized experiences
- Integrated with all your channels, applications, and workflows

BENEFITS

- Increase self-service success
- Improve streamlining of customer journey
- Decrease costs for human assisted channels
- Drive meaningful impacts
- Increase customer loyalty

Take advantage of proactive messaging from Autopilot to engage customers early
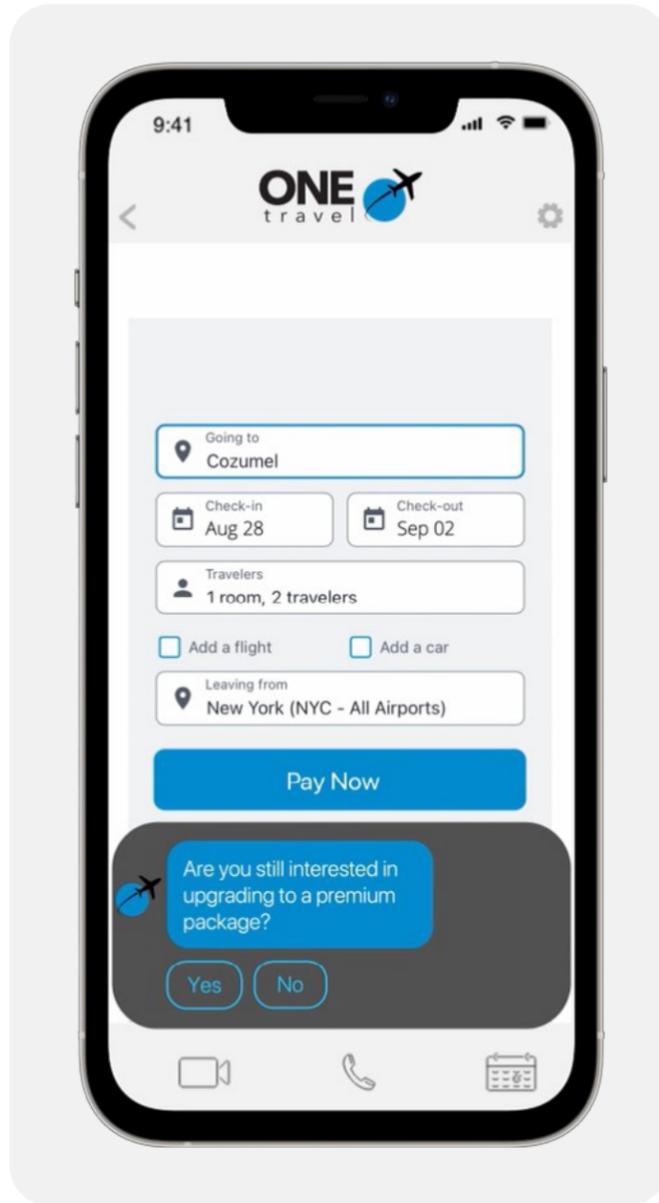
Keep it to one interaction: Autopilot can return to a previous topic to meet every need
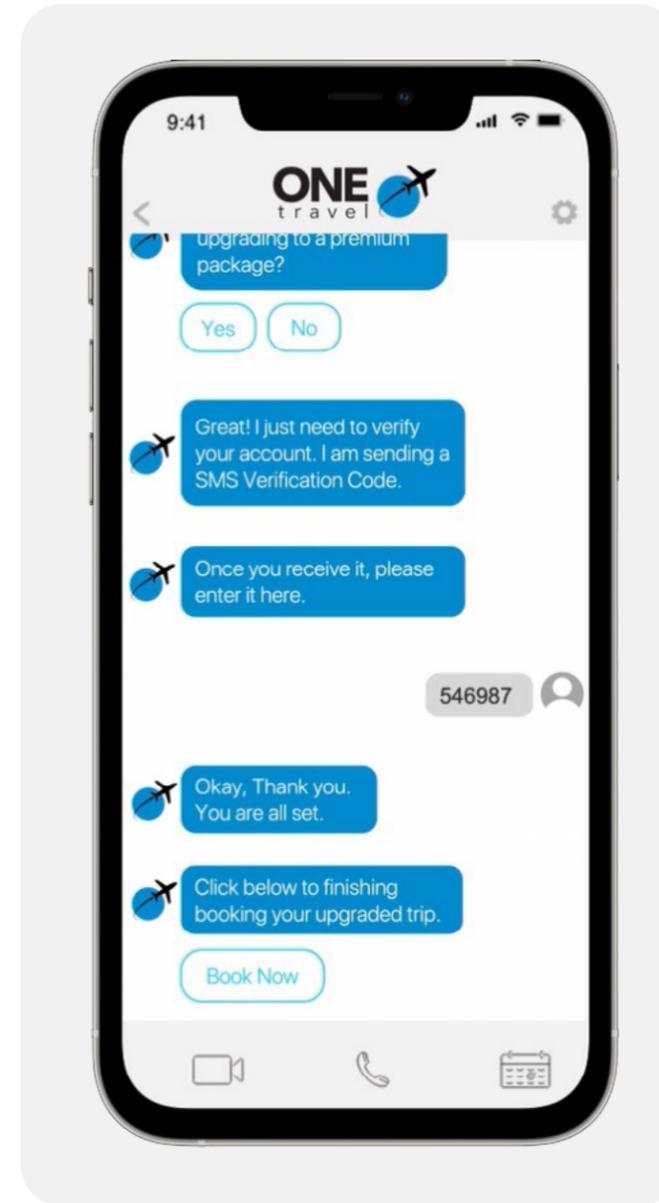
About NICE

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.

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NICE :)
Make experiences *flow*