

Enlighten Autopilot Knowledge

Deliver accurate information
directly to consumers

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- [Talk to a specialist
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Enlighten Autopilot Knowledge is a bot that delivers accurate information directly to the consumer, providing human-like self-service answers that deflect from attended channels and improve CX. Drawing from your knowledge management, with CXone Expert, and Generative AI, Autopilot Knowledge understands and responds to questions in a natural and conversational manner.

Deploy instantly on any digital channel and boost time-to-value for managing large volumes of customer inquiries. Autopilot Knowledge adheres to the knowledge base, so answers are always relevant and brand-compliant, and is automatically updated whenever the knowledge base is enriched or changed, ensuring that consumers receive accurate and up-to-date information.

KNOWLEDGE AT THEIR FINGERTIPS Break the self-service frustration loop

- Generate answers from one or multiple articles based on vectorized knowledge base
- Offer semantically unique, humanlike responses to every customer inquiry
- Provide images from expert knowledge base to reach self-service resolution more quickly

FASTER ANSWERS, BETTER FOCUS Free up agents to answer more complex questions

- Quickly solve the most common reasons for customer inquiries while improving self-service customer satisfaction
- Increase job satisfaction by reducing repetitive questions, enabling agents to focus time and resources on high value tasks
- Save money and time across your organization with deflection and containment

ACCURATE AND UP-TO-DATE, ALWAYS Uphold brand-compliant knowledge

- Maintain brand adherent, topical interactions every time with generative AI guardrails provided by CXone Expert
- Decrease customer and agent effort with information parity across every channel and conversation
- Offer additional articles related to customers' initial inquiry with an array of formatting options

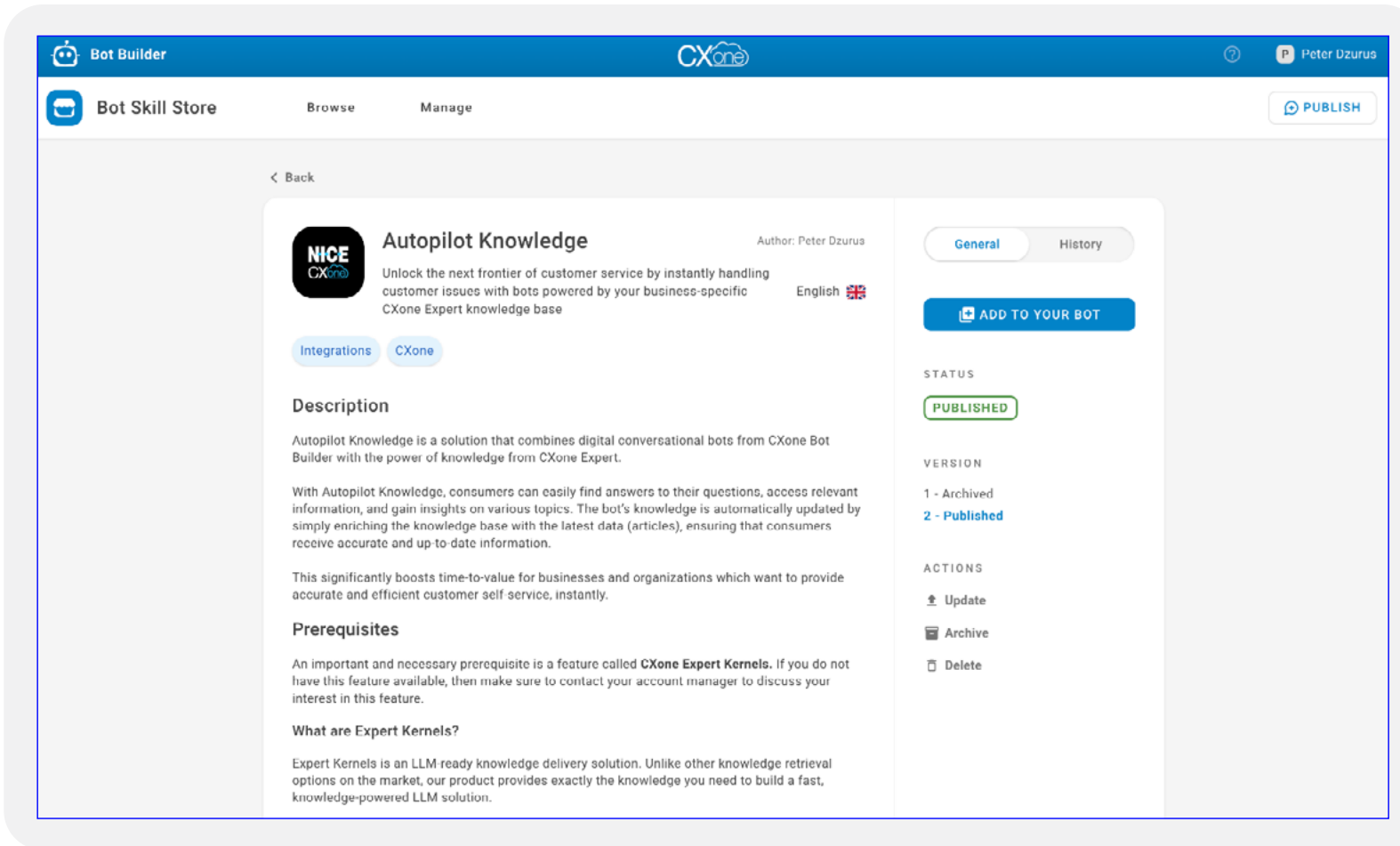
KEY FEATURES

- Quick and easy to deploy
- Automatic update whenever your knowledge base is enriched
- Guaranteed consistent, current information for agents and customers
- Unique, contextual humanlike responses
- Answer any question addressed within the knowledge base

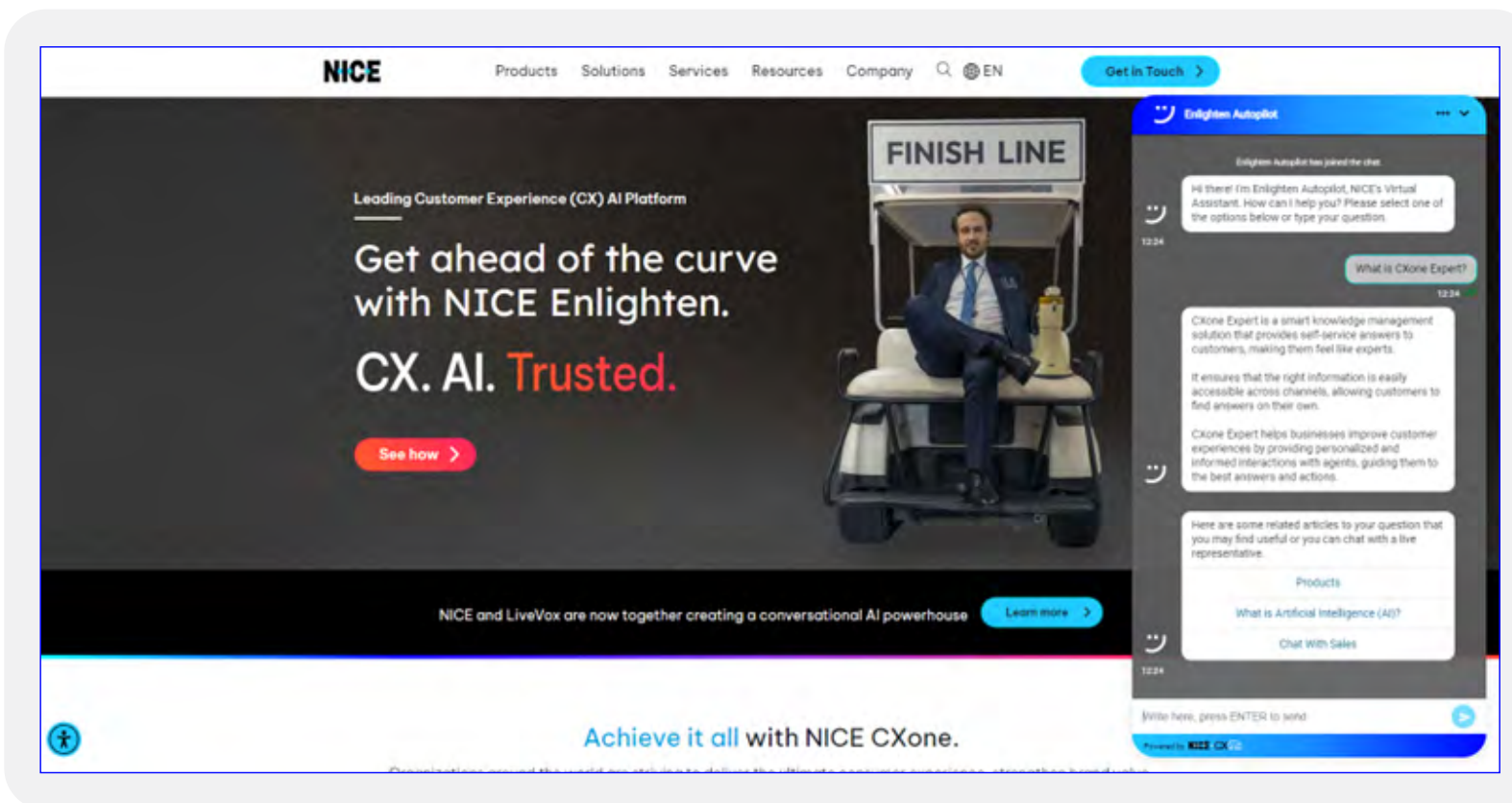
BENEFITS

- Increase first contact resolution and self-service containment
- Ensure information accurately adheres to your knowledge base
- Coverage across all customer contact points
- Increase agent bandwidth and job satisfaction
- Save time and money across your organization

Quickly add
Autopilot Knowledge
to any bot using the
Bot Skill Store



Autopilot Knowledge
provides knowledge-
based answers to web
visitors questions in a
human-like way



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

Waterfront Corporate Center III
221 River St, 10th & 11th Floors
Hoboken, New Jersey 07030

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