



# NICE Enlighten Actions

## Increases decision velocity to realize business goals faster

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Enlighten Actions is purpose-built AI for CX leaders that increases decision velocity to realize business goals faster, identifying automation opportunities and streamlining work. Its unique capabilities enable organizations to gauge their levels of service against industry standards and develop actionable plans to achieve their business objectives quickly.

By leveraging specialized AI models for CX, the latest generative AI models, and advanced applications within CXone, businesses gain faster access to data and analysis to pinpoint the best opportunities for automation, and to understand how business goals are met with insights into the best next steps to achieve necessary outcomes.

### RETRIEVE ALL THE DATA YOU NEED

#### Understand all the discreet layers of the best conversations

- Understand how business goals are met with insights into the best next steps
- 20+ years of conversational intelligence
- CX stakeholders can better engage, predict, and take actions to improve agent empowerment, consumer experiences, and operational excellence

### RICH, REAL-TIME INSIGHTS TO DRIVE RESOLUTION

#### Use AI for an actionable plan

- Knows the optimal ways to resolve issues and how to use tools and systems within the business to accomplish necessary tasks
- Real-time insights into what's driving volume
- Gain understanding of how business goals are met

### BUILD HIGHLY EFFECTIVE AND IMPACTFUL AUTOMATION

#### Execute your plan with a touch of a button

- Actionable information on the best opportunities to automate work to meet business objectives
- Scalable delivery and implementation – thousands of models out-of-the-box
- Comprehensive suite of solutions to implement recommendations rapidly

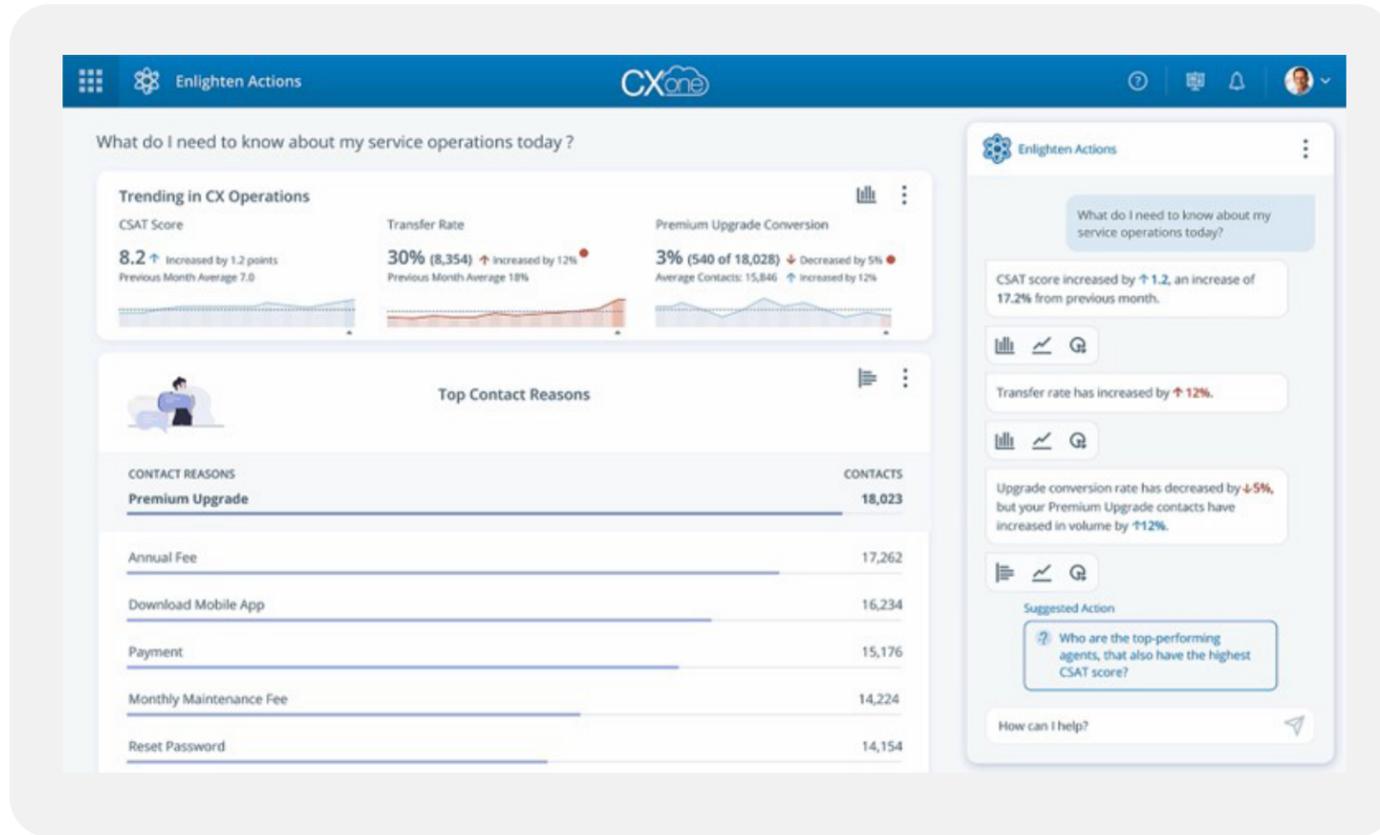
### KEY FEATURES

- Faster access to data and analytics
- Built for security, privacy, and compliance
- Enables AI-driven IVA's built for business
- On-demand access on how your business is running and how to take action
- Quickly identify root causes of issues

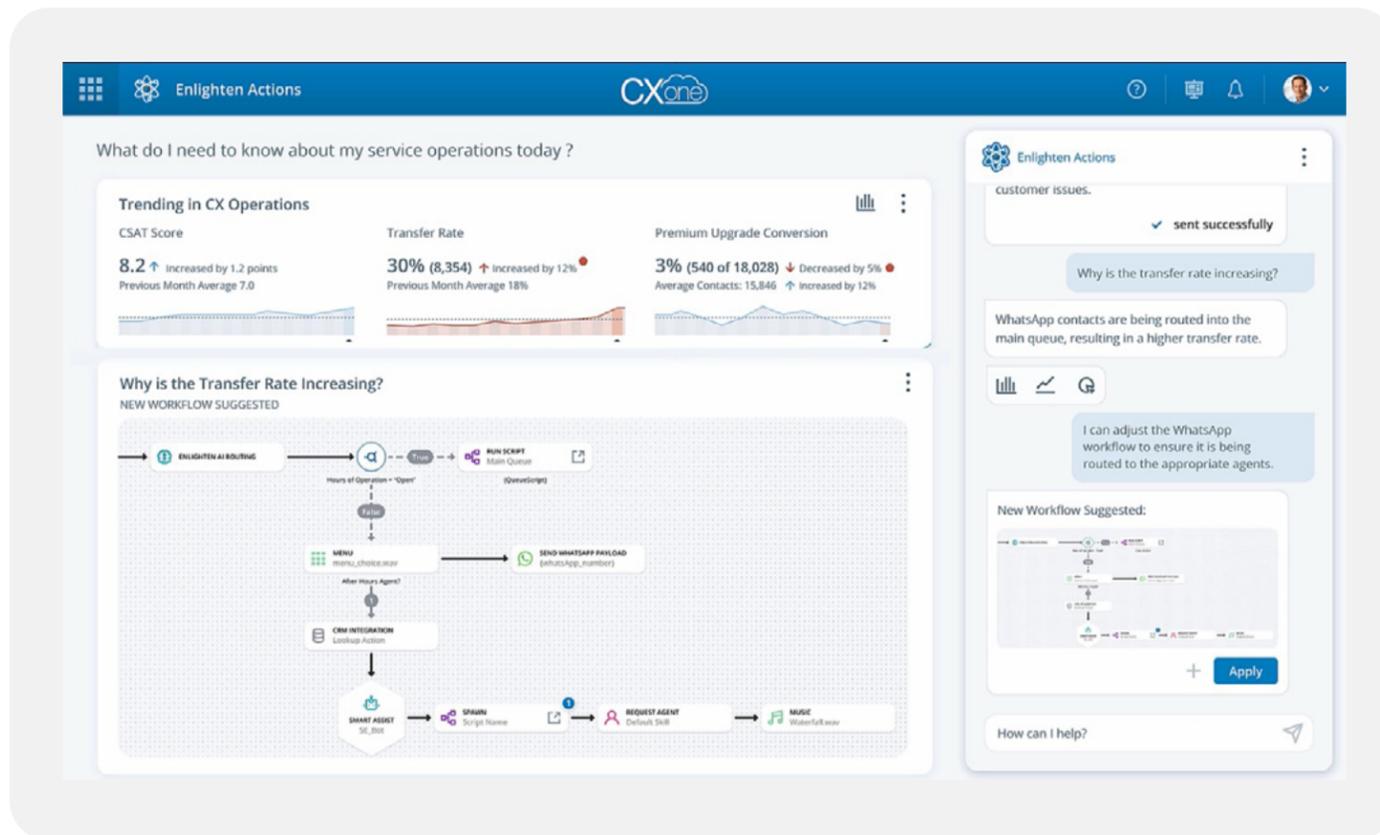
### BENEFITS

- Leverage data to improve self-service channels
- Increase self-service success and first contact resolution
- Accelerate time to value on automation
- Decrease costs across entire organization
- Harness personalized insights for targeted actions

Enlighten Actions provides insight and actionable next steps into business metrics based on exactly what the CX leader needs



Leverage recommendations from Enlighten Actions to improve current workflows



## 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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