

**NiCE**

# Create Impact with AI: Assist to Conversational AI

Leading the AI-first Future of CX

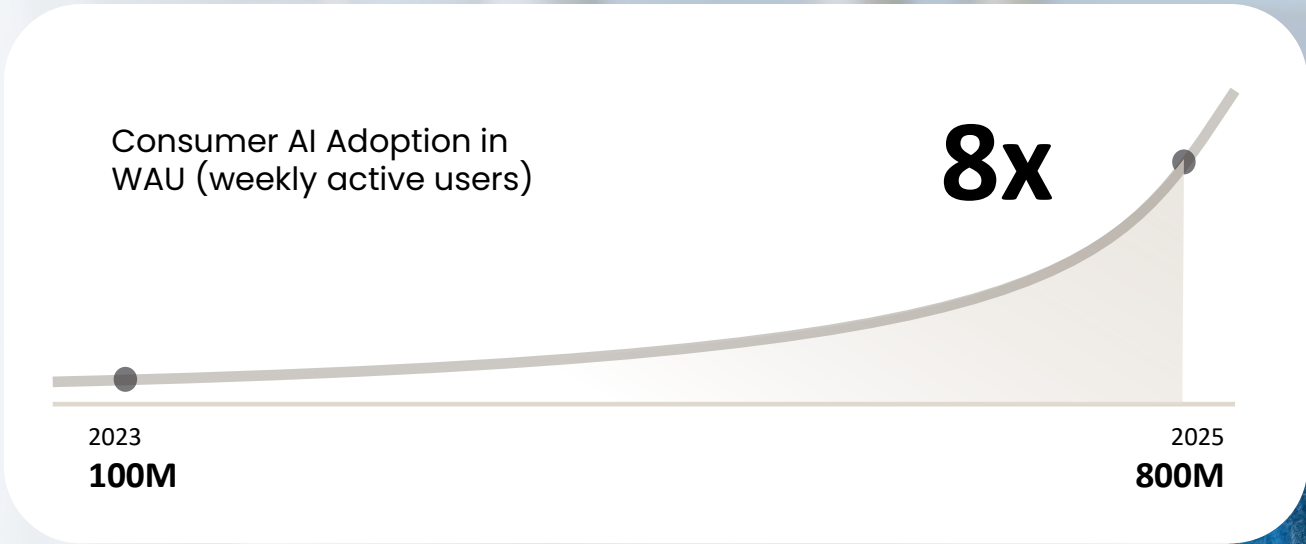


Annual Conference 2026

Create a  
**NiCE**  
world

# AI-First Experiences are Now the Standard

AI has permanently reset expectations for speed, intelligence, and personalisation



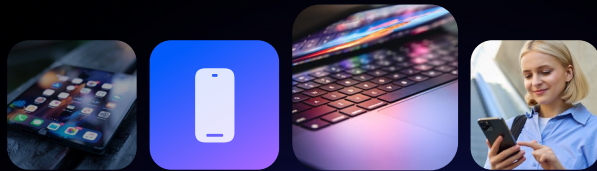
**70% of customer service journeys will begin  
– and be resolved – in conversational,  
third-party assistants built into their mobile devices by 2028.**

**Gartner®**

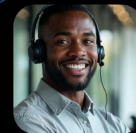
# The *reality* in 2026

Human Agents and AI Agents,  
using separate systems, fragmented data.  
Leading to duplication and lack of control.



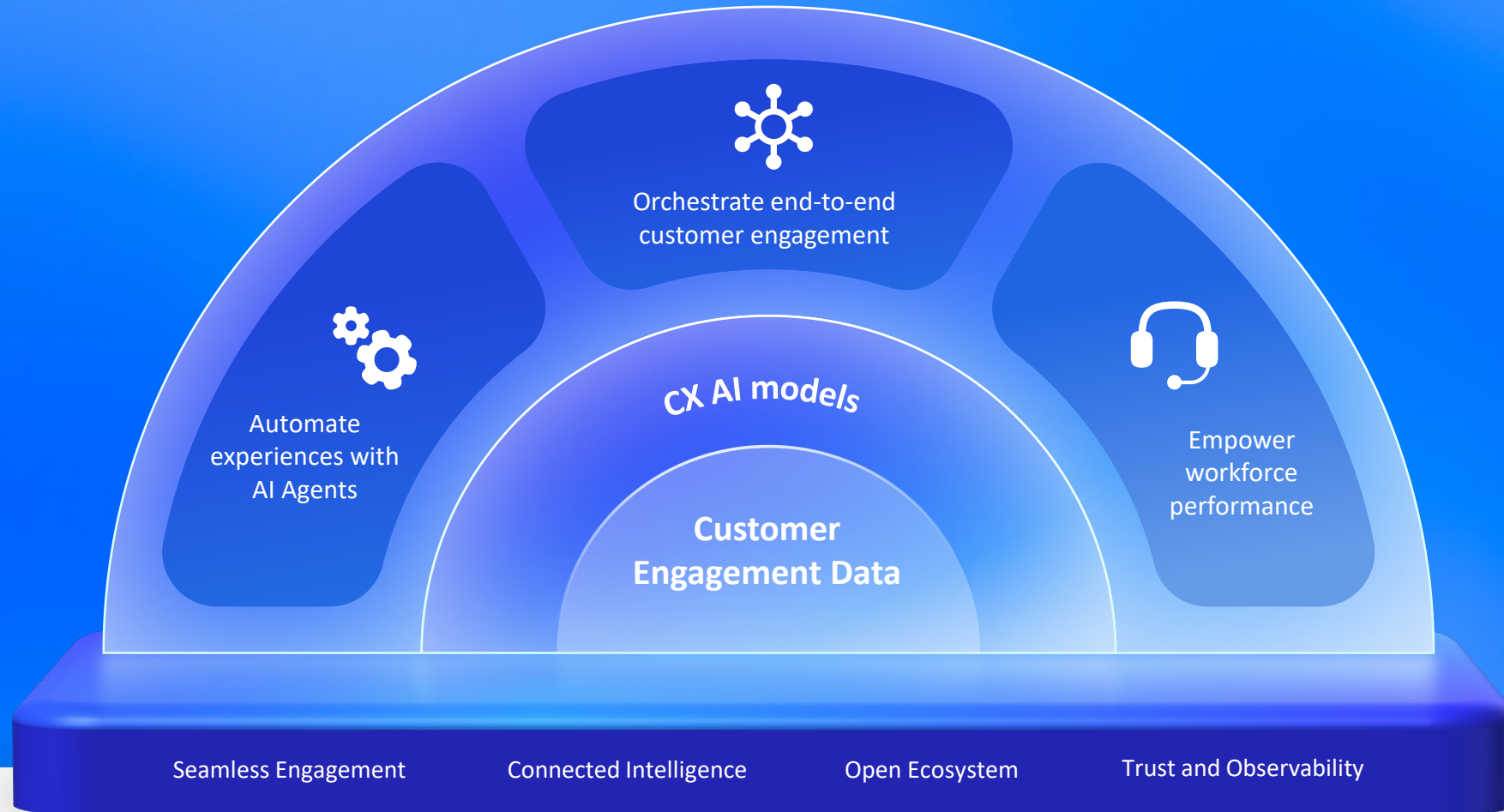


Enterprises need to orchestrate AI Agents, Human Agents, Workflows, Knowledge, Channels and Data at scale



# NiCE CXone

## AI platform built for CX transformation



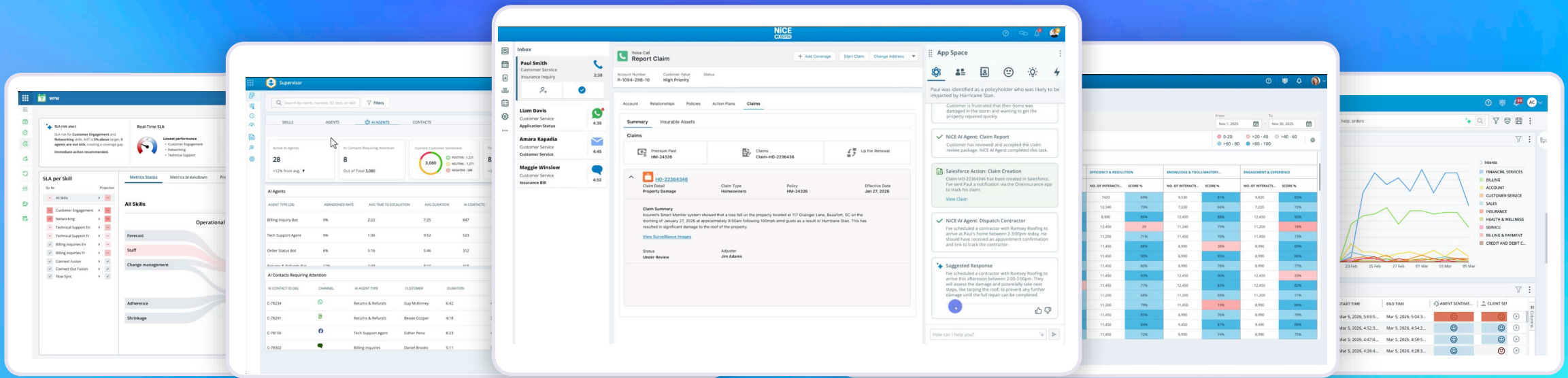
# Knowledge Management

Transform scattered knowledge into dynamic, AI-ready intelligence that powers agents, AI systems, and self-service.

- ✓ Deliver accurate, source-backed answers across human agents, Copilot, AI Agents, and self-service
- ✓ Connect to existing enterprise knowledge—or easily upload, create, and curate proprietary content
- ✓ Turn real interaction signals into insight revealing what works, what doesn't, and where to improve—so your knowledge keeps getting smarter at scale

The image shows a screenshot of the NICE CXone interface. At the top right, the NICE logo is displayed. Below it, the CXone logo is visible. A search bar contains the query "How are credit card points redeemed?". To the right of the search bar are fields for "Username" and "Password", and a "Sign in" button. Below the search bar, there are filter options: "Clear all filters", "Location" (with a dropdown menu showing "Personal Banking (8)", "Advisors (4)", and "Financial Institutions (3)"), "Classification", and "Include attachments" (with a toggle switch). The search results section shows the query "How are credit card points redeemed?" and a "Generating from" section indicating "Banking » Personal Banking". The main content area displays a detailed answer about redeeming credit card points, including a URL: "https://expert-demo-clone000.mindtouch.us/Banking/Personal\_Banking/Credit\_Cards/Earning\_Rewards\_With\_Your\_Credit\_Card". Below the search results, there is a chatbot interface. A user asks, "What's the interest rate for a 12-month savings account?". The chatbot responds, "We offer a fixed annual interest rate of 4.0% for balances of \$1000 or more on a 12-month term." The chatbot's response is accompanied by an AI icon and a search icon.

# Workforce Empowerment Optimise a Hybrid Workforce



Forecasting & Scheduling

Performance Coaching

Real-time Assistance

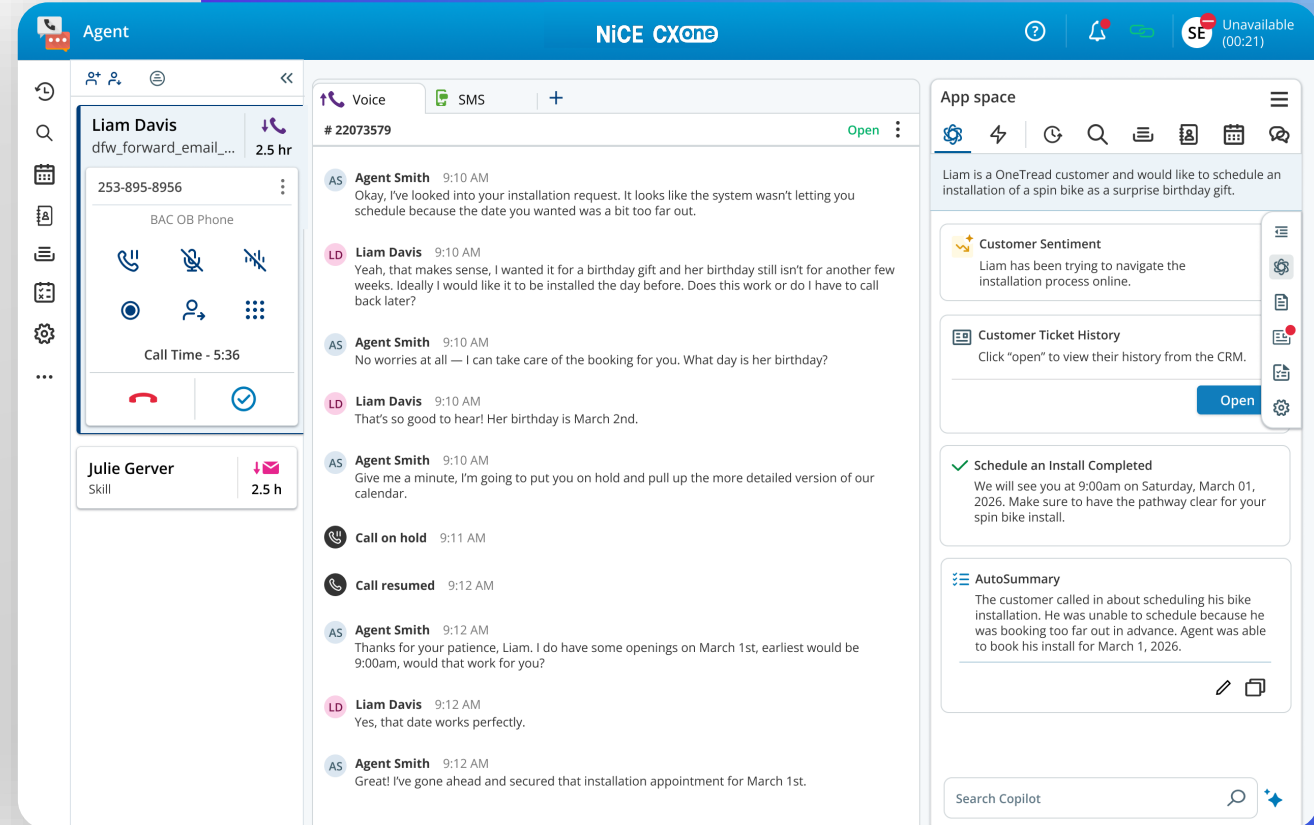
Quality & Compliance

Analytics & Feedback

# Copilot for Agents

Guide agents in real time with answers, recommendations, and automated workflows to accelerate resolution and ensure consistent quality

- ✓ Recommend the next best action to drive faster, more accurate solutions
- ✓ Deliver context-aware, conversation-ready responses grounded in your knowledge
- ✓ Automatically generate concise, accurate summaries to keep communication seamless
- ✓ Start fast with an out-of-the-box experience or tailor it to your exact needs with a fully customisable, adaptive workspace



# Copilot for Supervisors

Manage human and AI agents together, powered by real-time visibility, proactive alerts and automated workflows.

- ✓ Get continuous real time visibility into AI and human performance, including containment rate, sentiment, and risk signals, with the ability to intervene or escalate instantly.
- ✓ Use AI-driven alerts that surface emerging issues, with clear explanations of context and recommended actions
- ✓ Interact with operational and performance data using natural language, to gain clarity and visual insights

The screenshot displays the NICE CXone Supervisor interface. At the top right, the NICE logo is visible. The main header shows 'Supervisor' and 'NICE CXONE'. Below the header, there is a search bar and a 'Filters' button. The dashboard is divided into several sections:

- Live Summary:** A row of six summary cards:
  - Active AI Agents: 28 (+12% from avg.)
  - AI Contacts Requiring Attention: 8 (Out of Total 3,080)
  - Current Customer Sentiment: 3,080 (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:** A table listing various AI agents with their performance metrics.
- AI Contacts requiring attention:** A table listing specific AI contacts that need supervisor intervention.

AGENT TYPE (DB)	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 CONTACT ID (DB)	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	ⓘ



## Enhancing guest experiences with real-time copilots and expert insight

**Hundreds**

of legacy articles restructured and migrated

**Knowledge usage**

increasing across tenured and new staff

**250+**

agents using Copilot across the Americas

**Steady improvement**

in First Contact Resolution

“With Expert and Copilot, our agents are confident, consistent, and supported every step of the way.”

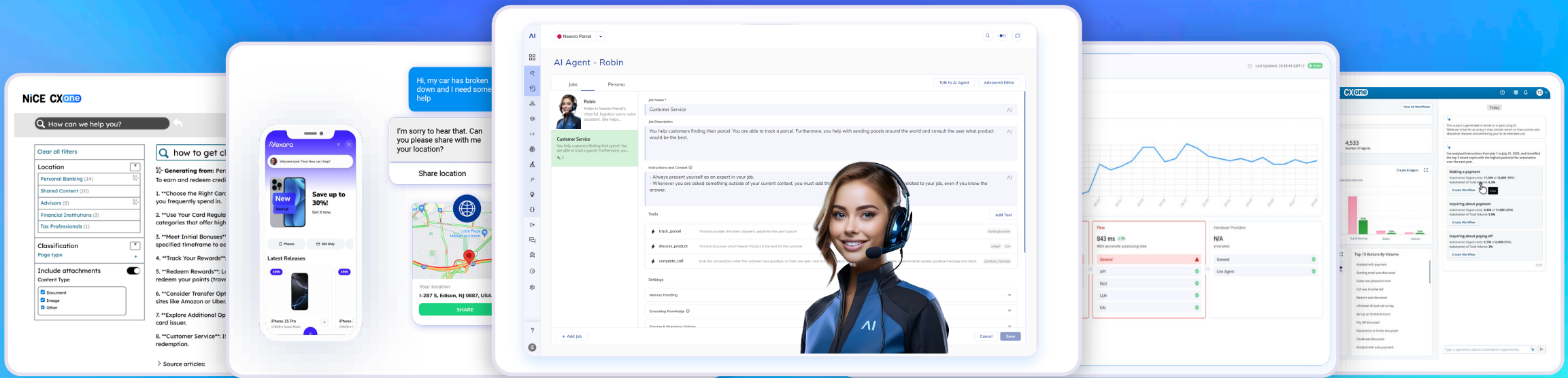


Elisha Wright

Global Director of Learning Design and Delivery  
Hyatt Hotels Corporation



# Agentic Experience Automation Automate Customer Engagement



Knowledge Management

Multimodal Experiences

Agentic AI Agents

AI Ops Center

Automation Opportunities

# Agentic AI Agents

Goal-driven, context-aware AI agents that automate and elevate every customer interactions



Plans, decides, and executes multi-step actions to complete tasks on its own



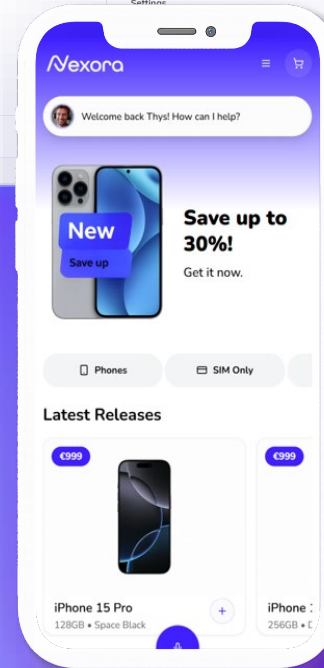
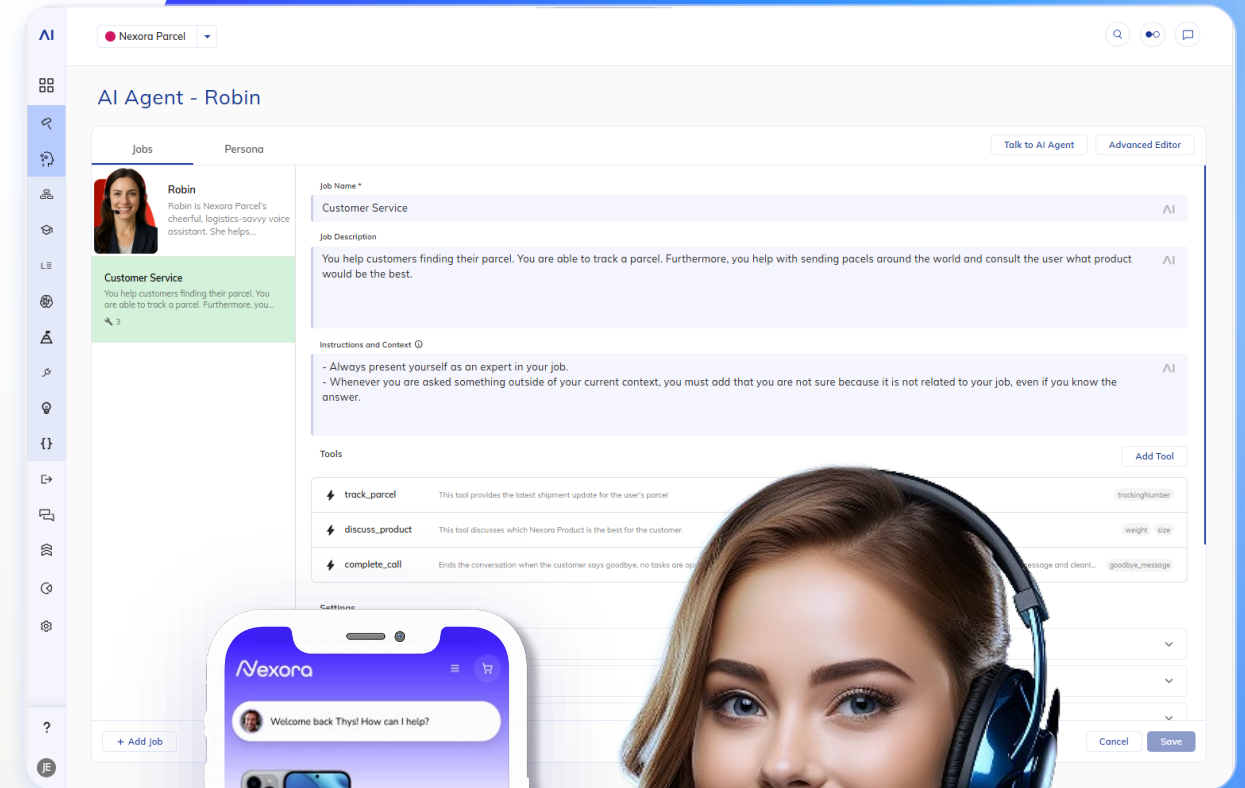
Adapts in real time to every customer's input, history, and business context



Build with enterprise-grade controls and safeguards you can trust



Scales effortlessly across workloads, channels, and use cases as your business grows



# Multimodal Experiences

Deliver seamless, multimodal experiences that blend voice, digital, and interactive moments into one continuous conversation.

- ✓ Blend natural conversation with guided visuals to resolve issues faster and smarter
- ✓ Capture accurate, structured information through intuitive, interactive experiences
- ✓ Unlock richer interactions using native mobile capabilities—from camera to Face ID to GPS
- ✓ Deliver consistent, seamless experiences across every channel
- ✓

The collage illustrates various multimodal interactions:

- Smartphone App:** A Nexora app interface showing a welcome message, a promotional offer for up to 30% off on phones, and a section for latest releases featuring the iPhone 15 Pro.
- Verification Screen:** A screen prompting the user to choose a verification method (Face ID, Touch ID, SMS). A "Verification completed" message is shown with a green checkmark.
- Seat Selection:** A "Pick your seat" screen displaying a grid of seats (A-F, 1-9) with prices and a "CONFIRM" button. The selected seat is 06A with a total price of \$0.00.
- Location Sharing:** A map interface showing a location sharing request. The user's location is identified as 1-287 S, Edison, NJ 0887, USA. A "SHARE" button is visible.
- Car Damage Report:** A photo of a silver car with damage to the rear. A speech bubble from a user says, "I can see the damage to the rear of the car. The license plate is WOB ZK 295".



# Lufthansa

16M automated conversations per year for rebookings, refunds and more.

16M

Conversations automated in 2025

80%

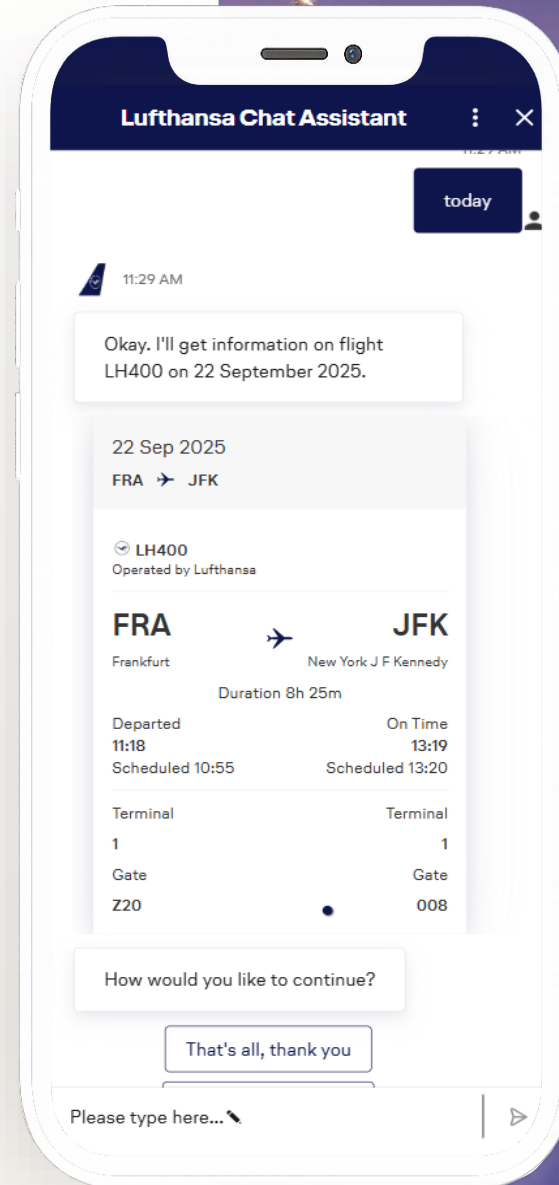
Automation rate for refunds & rebookings

12K

messages / min peak loading

16+

AI agents live with real-time AI translation



NiCE | COGNiGY

“We believe Cognigy.AI to be the most comprehensive, user-friendly AI Agent platform on the market.”

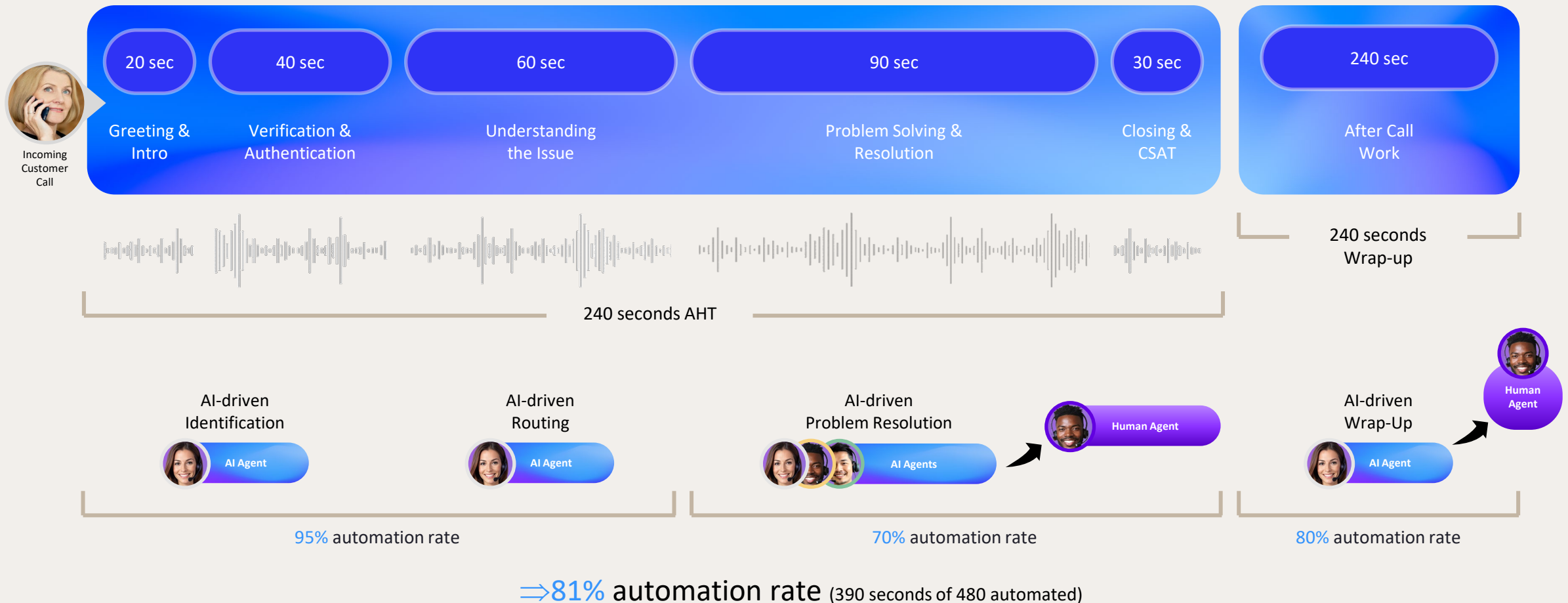


Nick Allgaier

Product Manager  
"Digital Assistants"  
Lufthansa Group

# How we measure impact

The anatomy of a service call: An average customer service call can be divided into various sections that yield potential for automation



⇒ 81% automation rate (390 seconds of 480 automated)

# AI Agents Rollout Roadmap

## Strategic progression

<3 months



### FAQ Automation (MVP)

- ▲ CSAT
- ▼ Agent Load
- ▼ Call Volume

#### Requirements

- Structured FAQs / Knowledge base
- Channel Embedding (Web/Phone)

<6 months



### ID & V extended FAQ Automation

- ▲ Agent efficiency
- ▲ Verification speed
- ▼ AHT, Call Volume

#### Requirements

- Contact Center Integration
- LLM API Key
- Access to CRM/customer DB
- Authentication logic defined

<9 months



### Transactional Self-Service

- ▲ 24/7 Availability
- ▲ Self-Service Rate
- ▼ Manual Workload

#### Requirements

- Backend access via API
- Business Process Logic

<12 months



### Outbound Notifications and Reminders

- ▲ Show-up rates
- ▲ Engagement rates
- ▼ Missed actions

#### Requirements

- Contact data access
- Trigger logic (event- or rule-based)
- Omnichannel delivery setup

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Impact with AI



# The Agentic CX Platform

