NICE inContact CXone
Virtual Agent Hub

Orchestrate conversational self-service AI bots with ease.

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.
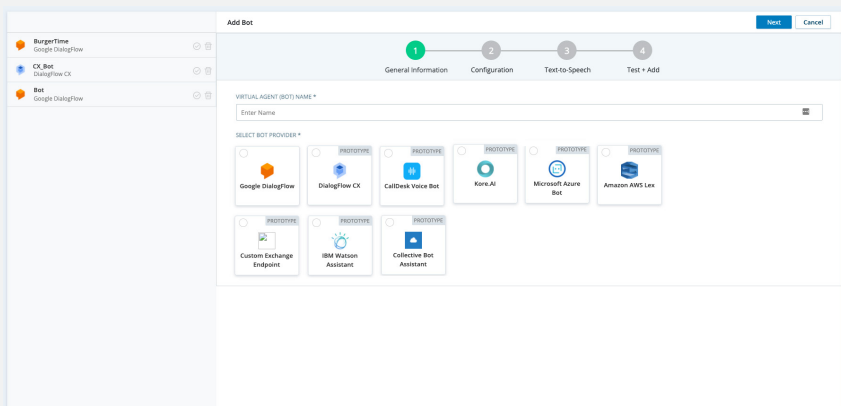
Orchestrate AI-assisted customer journeys with ease from a unified CX platform that unlocks complete control of the customer experience. As part of CXone, Virtual Agent Hub uses the same powerful design tool to ensure a continuous contact flow, including seamless omnichannel elevation from bot to agent 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 Under-standing engines that improve intent recognition—making AI-powered bots smarter with time and use

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 Call 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

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 to collect details whenever 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).

CXone Virtual Agent Hub
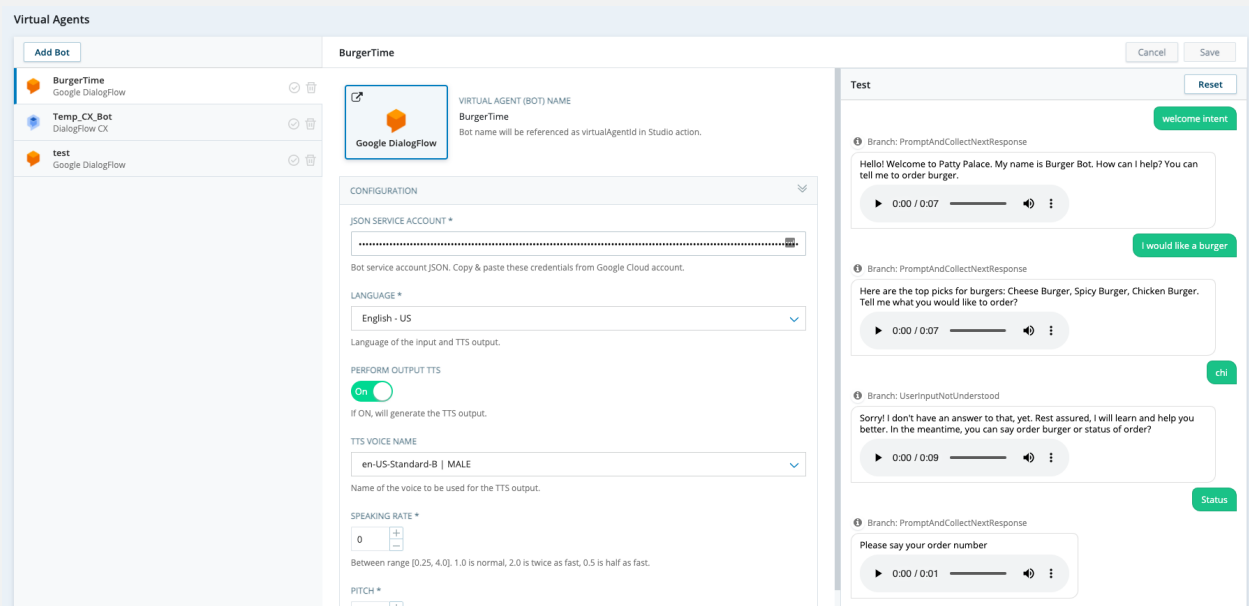
Bring-your-own AI bot for conversational self-service