



Enlighten

The Trusted AI for Business

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> Talk to a Specialist
1-866-965-7227

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Enlighten introduces AI capabilities specifically tailored for the CX industry, combining the latest Generative AI technology and CXone’s vast array of CX data in a secure, reliable, and effective solution you can trust.

NICE is revolutionizing the way AI drives CX stakeholders to better engage, predict, and take actions to amplify skilled labor, increase decision velocity, and deploy personalization at scale.

Underlying Enlighten’s solutions are NICE’s data and domain-trained models derived from all types of interactions and CXone’s leading CX applications and workflows.

Enlighten is bringing the benefits of AI in a trusted, enterprise-grade manner to empower human-friendly conversations that create exceptional experiences for consumers, employees, and businesses.

ENLIGHTEN ACTIONS

Accelerate your goals

Unleashes unprecedented power to orchestrate your CX business, proactively uncovering areas for AI-driven optimization and carrying out complex automation to accelerate execution for all CX leaders.

- Conversational Knowledge
- Journey Routing & Orchestration
- Scheduling & Performance Automation
- CX Benchmarks

ENLIGHTEN COPILOT

Empower your employees

Centralized conversational AI assistance that promotes smarter guided interactions, AI-driven personalized coaching, and task automation opportunities, creating better agent and supervisor experiences.

- Unified knowledge base
- Real-Time Guidance
- Task Automation

ENLIGHTEN AUTOPILOT

Delight your customers

A consumer-facing conversational AI solution based on trusted company knowledge, aligning responses with business goals, creating fully personalized experiences.

- Intuitive, human-like conversations
- Web & Mobile Guidance
- AI-Driven Proactive Virtual Agents

BENEFITS

- Empowers CX leaders to better engage, predict, and take actions to improve agent empowerment, consumer experiences, and operational excellence
- Creates humanized conversations derived from all types of interactions that integrate seamlessly with CXone’s leading CX applications and workflows
- Provides enterprise-grade AI for businesses based on domain-specific use cases and domain-trained models
- Offers the highest level of security guardrails that ensure responses are aligned with brands needs and goals

**Industry Leading
CX Technology**



NICE named a leader in The Forrester Wave™

NICE received among the highest scores in “performance,” “product vision,” and “innovation roadmap” criteria.

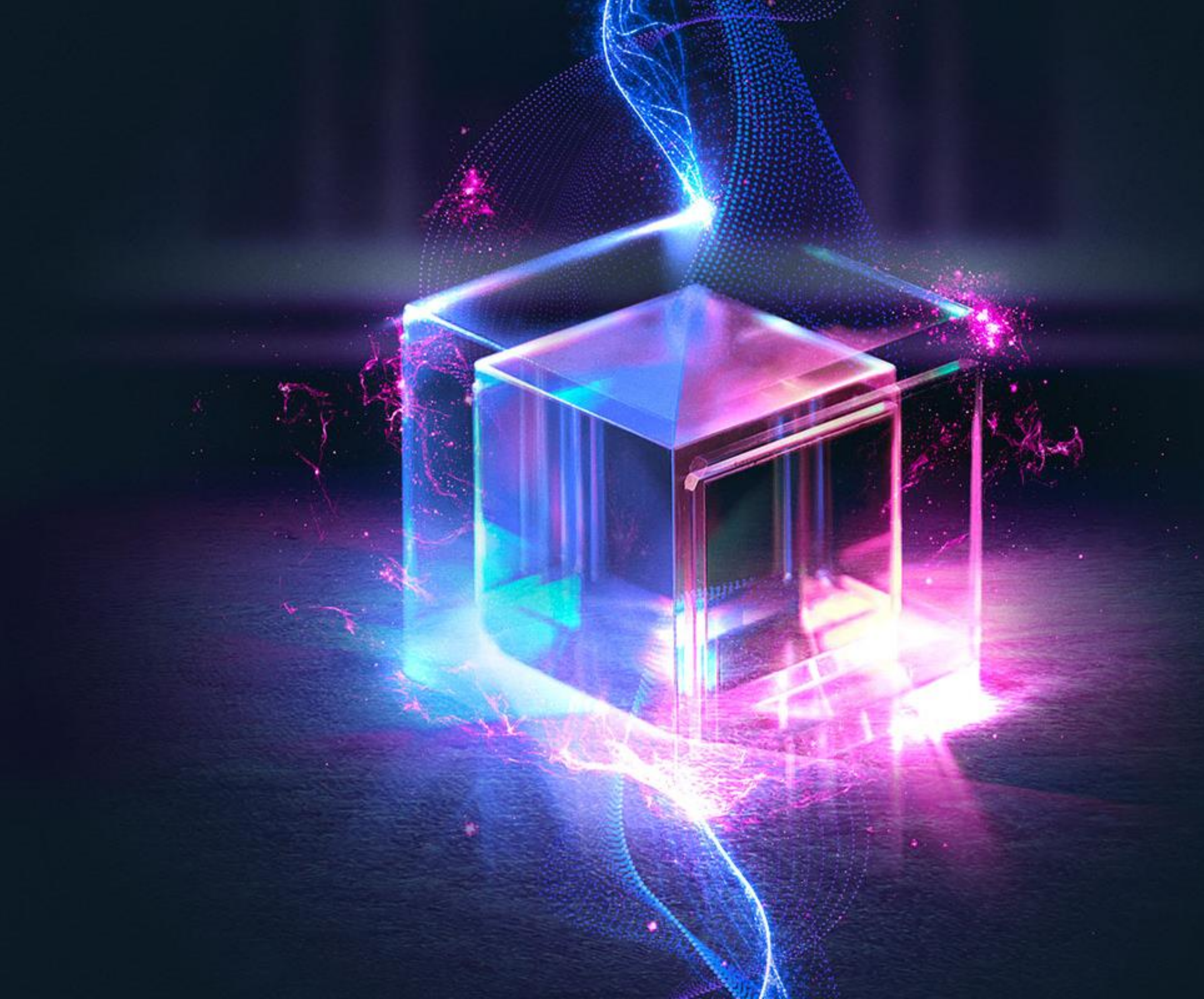
[Learn more](#)



2022 Gartner Magic Quadrant

Find out how NICE placed the furthest overall for its Completeness of Vision in the Leaders quadrant.

[Download the report](#)



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

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