

Workforce Empowerment

NiCE team

Create a
NiCE..
world 

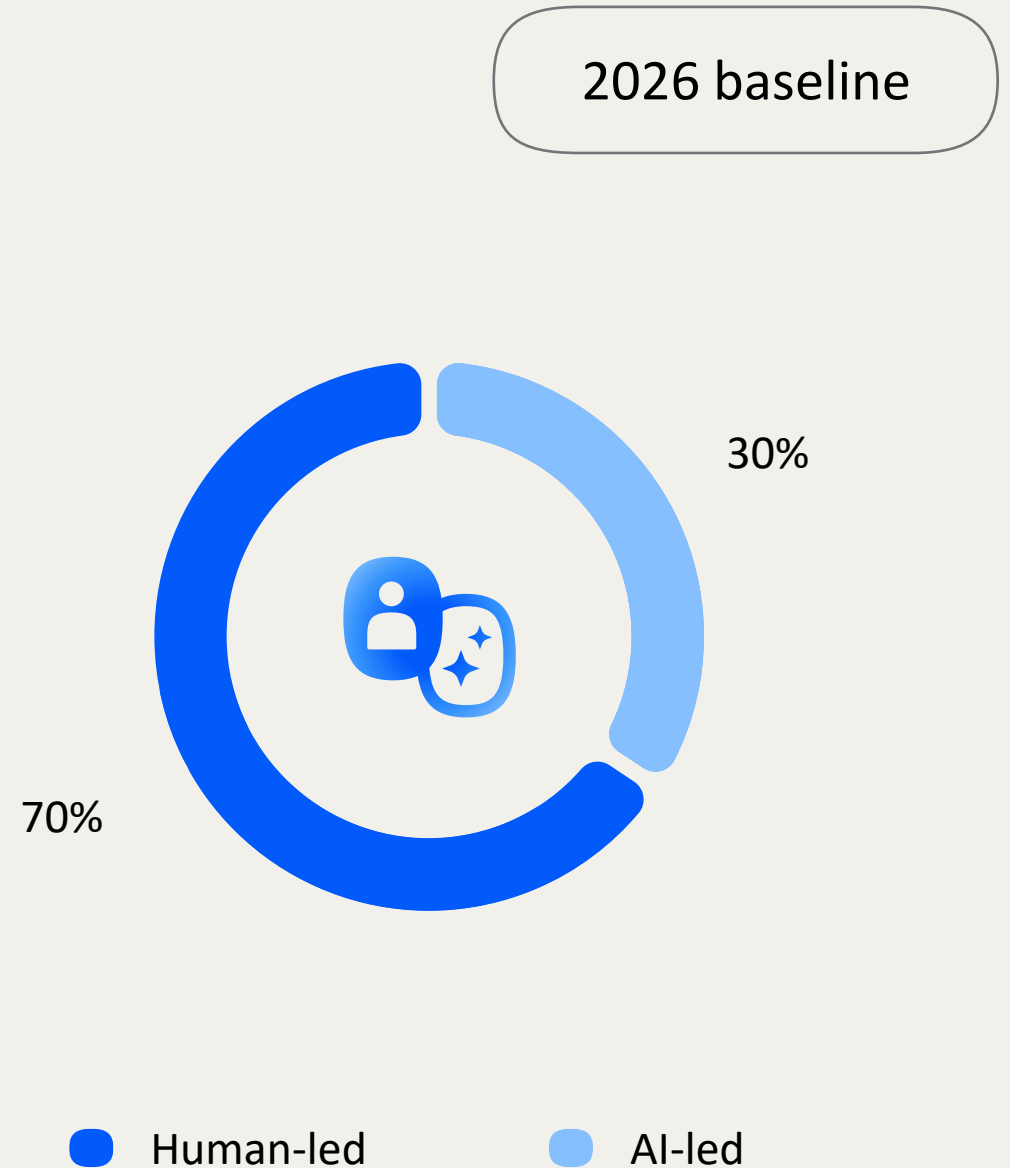
Customer demand is growing,
with a larger share of
interactions shifting toward AI

“

By 2028, an average global Fortune 500
enterprise will have over 150,000 AI agents
in use, up from less than 15 in 2025.

Gartner

2026 AI agents vs. human interaction distribution (Metrigy)



NiCE

Workforce dynamics are more fluid than ever



“

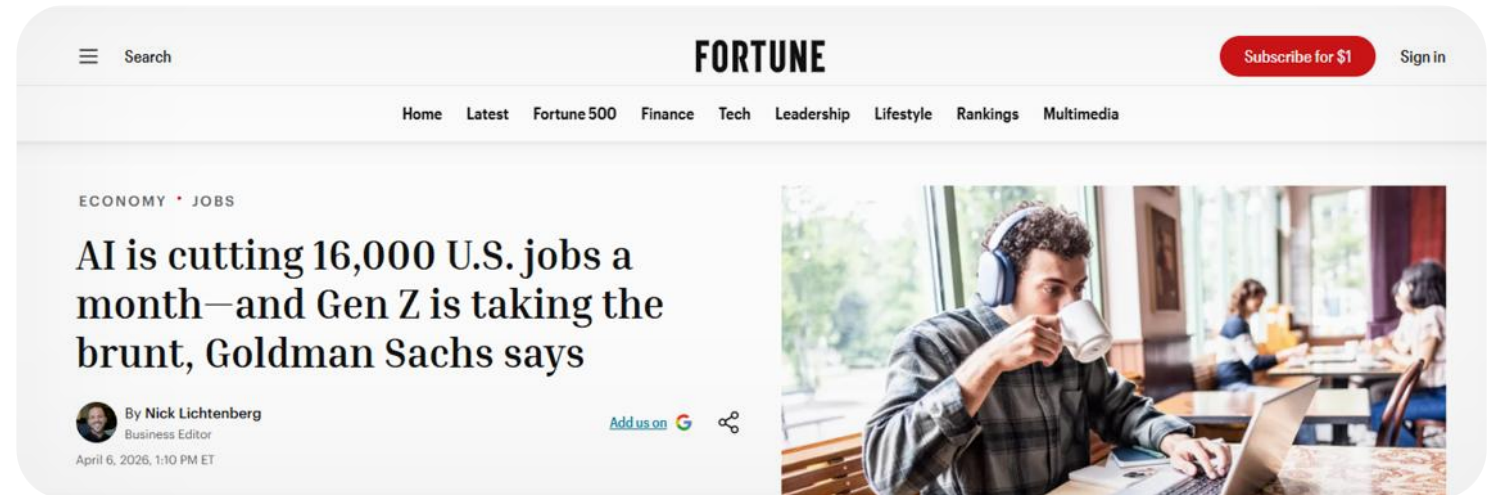
Employment for customer service representatives is projected to decline by 5% between 2024 and 2034.

[U.S. Bureau of Labor Statistics](#)

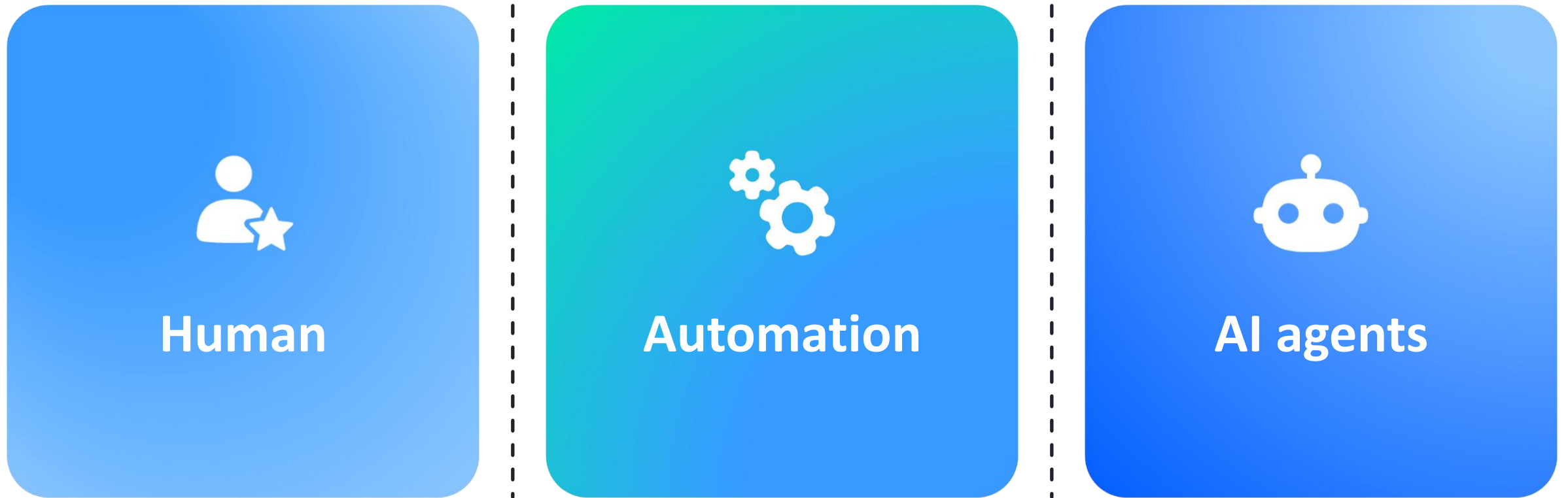
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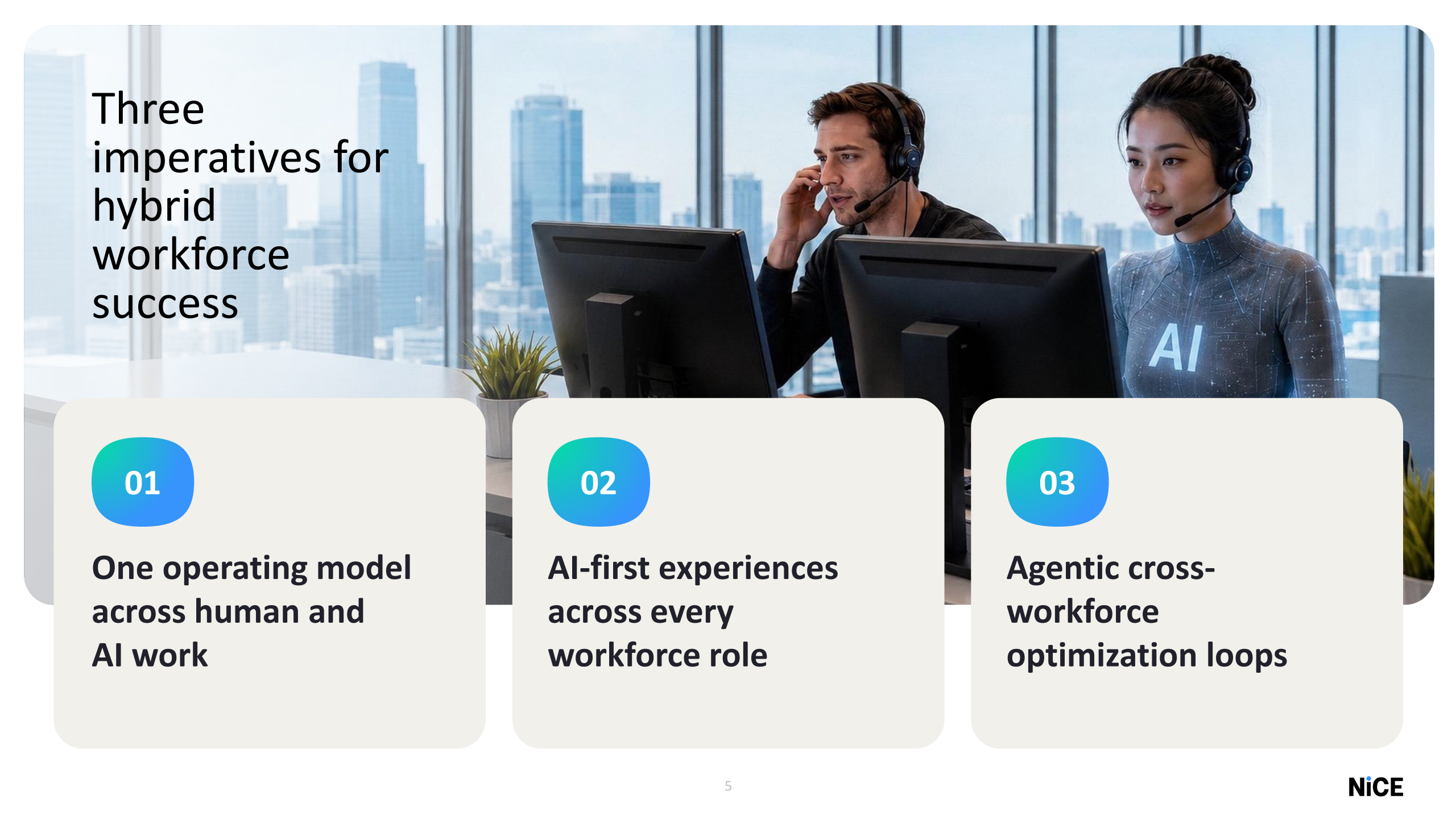
80% of leaders report headcount remains steady, even as they support more customers.

[Set a Workforce Reduction Strategy, Gartner, 2026](#)



Siloed management breaks in a hybrid workforce





Three imperatives for hybrid workforce success

01

One operating model across human and AI work

02

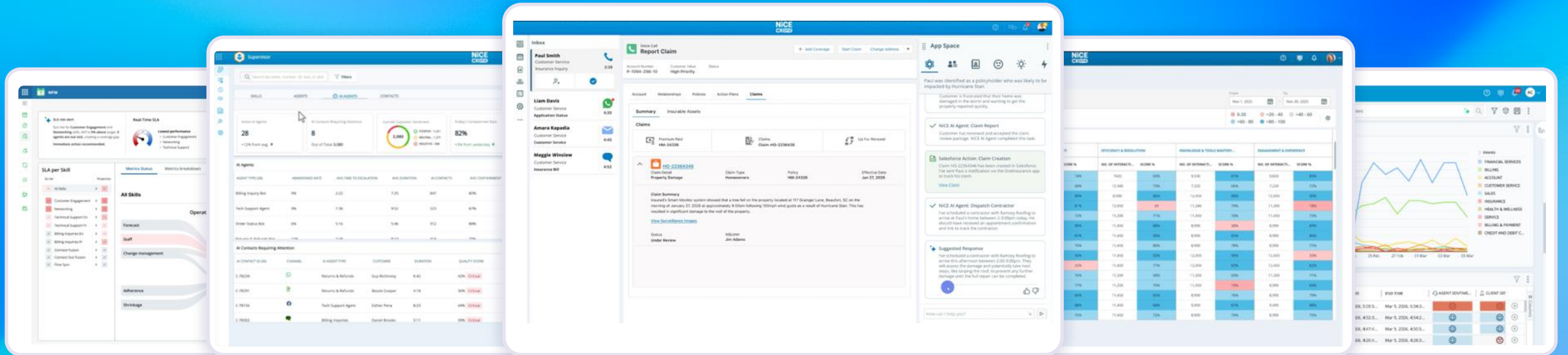
AI-first experiences across every workforce role

03

Agentic cross-workforce optimization loops

Workforce Empowerment

Optimize a hybrid workforce



Forecasting & Scheduling

Performance Coaching

Real-time Assistance

Quality & Compliance

Analytics & Feedback

Supervisor workspace for hybrid management

Create a
NiCE..
world 

No human brain was designed for this job

Supervisors now manage humans and AI agents side by side—dozens of agents, hundreds of interactions, multiple channels, simultaneously



3-5 items—the brain's working memory limit



~40% productivity lost to task-switching





say their role is dramatically more complex



say stress is hurting the CX they deliver



of agents lack real-time support

4 hours a day spent on monitoring

2 hours a day scanning for outliers

30–40% agent turnover adds strain



Four values

One unified supervisor experience

01.

Focused



02.

Informed



03.

Proactive



04.

Motivated



Four capabilities

One unified supervisor experience

01.

**AI-powered
alerts**



02.

**Conversational
insights**



03.

Insights workspace

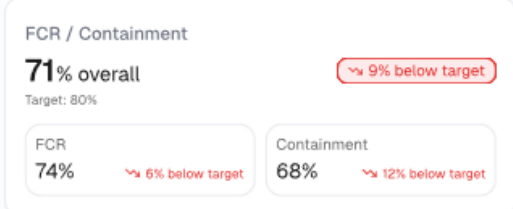
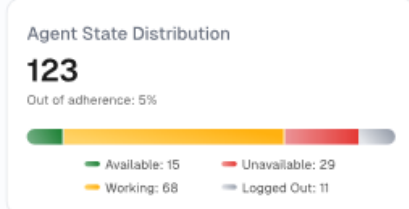
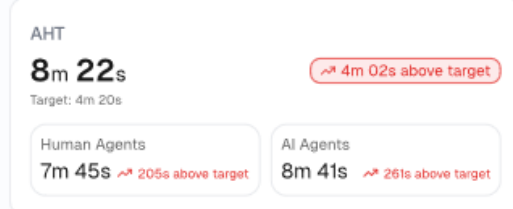
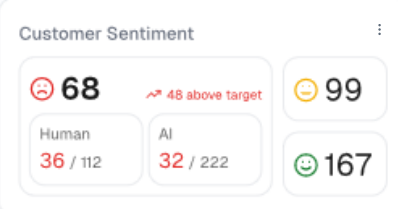
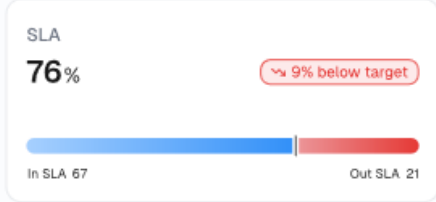
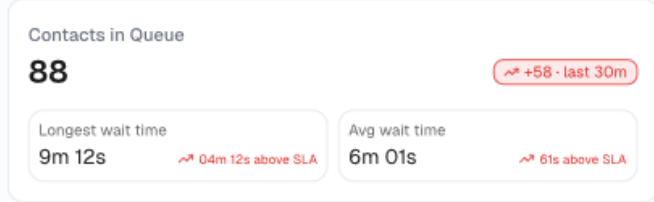
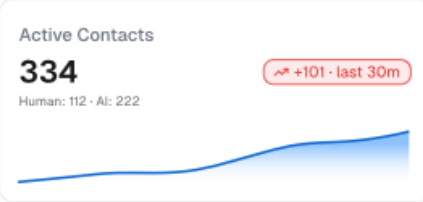


04.

**Supervisor-
centric metrics**



Search Team: 8 selected Skill: 4 selected + Add Clear



- ### Issues Requiring Attention
- Disruption Rebooking** 5m ago

Screen Intelligence detected a fare class mismatch with a partner airline causing rebooking failures.

40+ contacts · Human agents · Disruption Rebooking
 - Rebooking Phrase Spike** 10m ago

"Rebook my flight" spiking 6 times higher than baseline in MSP disruption conversations.

30+ contacts · Phrase trend · Flight Rebooking
 - Contact Volume Increasing** 12m ago

Contact volume up 31 in the 30m following the Minneapolis Saint Paul airport disruption.

Agentic Activity

Sorting: Time

Just now	Shift Agent	Rerouted contact #4821. Agent idle 4m+
1m ago	Reskill Agent	Reassigned 8 voice agents to storm disruption queue
3m ago	Rebalance Agent	Redistributed 12 contacts. Chat queue overflow resolved
5m ago	Contact Agent	Escalated Alex B. as medical equipment exception required
7m ago	Shift Agent	Extended shift for Agent 14 as coverage gap detected
12m ago	Pattern Agent	Suppressed billing spike alert. Resolves within 8 min based on past 6

Copilot

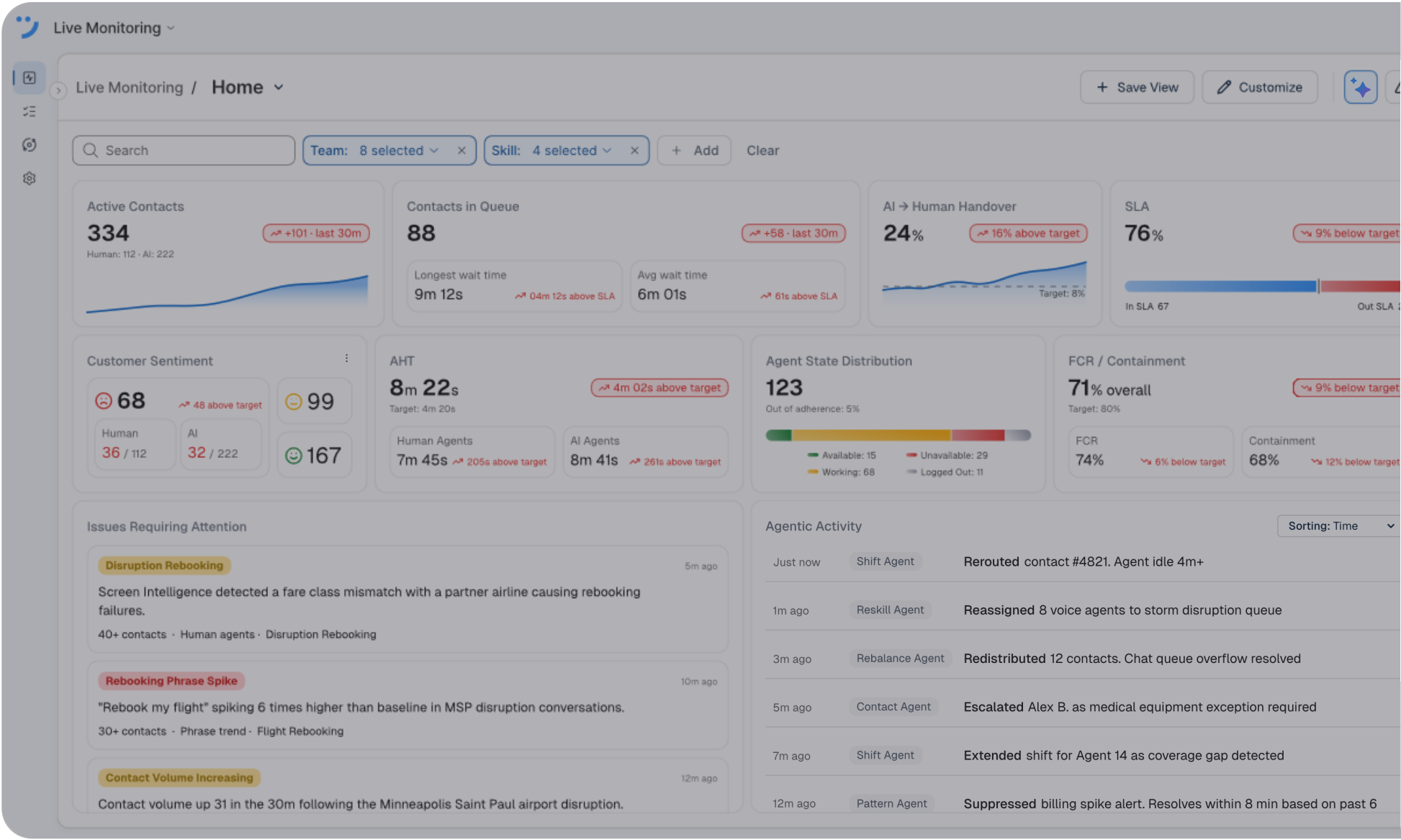
What are the main drivers of negative sentiment right now?

- Reasoning
- Based on 68 negative interactions, the top drivers are:
- Rebooking not completed by AI 24 contacts 35%
 - Repeated contact 18 contacts 26%
 - Accommodation not confirmed 13 contacts 19%
 - Refund or voucher eligibility unclear 9 contacts 13%
 - Other 4 contacts 7%

Ask a question

+ Sonnet 4.6

AI assistant can make mistakes. Please double-check responses.



?

📺

🔔⁵

RS

☰

Copilot

☐

⋮

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🗨️

🔄

📄

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➤

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Live Monitoring

Live Monitoring / Home

Search

Team: 8 selected

Skill: 4 selected

+ Add

Clear

Active Contacts

334

Human: 112 · AI: 222

+101 · last 30m

Contacts in Queue

88

Longest wait time
9m 12s

Avg wait time
6m 01s

+58 · last 30m

0.4m 12s above SLA

61s above SLA

AI → Human Handover

24%

16% above target

Target: 8%

SLA

76%

In SLA 67

Out SLA 21

9% below target

Customer Sentiment

68

48 above target

99

Human 36 / 112

AI 32 / 222

167

AHT

8m 22s

Target: 4m 20s

4m 02s above target

Human Agents 7m 45s

AI Agents 8m 41s

205s above target

261s above target

Agent State Distribution

123

Out of adherence: 5%

Available: 15

Unavailable: 29

Working: 68

Logged Out: 11

FCR / Containment

71% overall

Target: 80%

FCR 74%

6% below target

Containment 68%

12% below target

Issues Requiring Attention

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8m 2

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Human 7m 4

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AI resolution blocked by policy restrictions. Evaluate temporary policy overrides.

20+ contacts · Aria (AI) · Flight Rebooking

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Ask a question

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Management / Monitoring Contact: **Ethan Parker**

Contact ID: 031700482916
 Handle Time: 38:39 min
 Sentiment: Negative
 Skill: Flight Rebooking · AI
 Open

EP

I've already looked at the options you sent. Every routing either gets me there too late or goes through three connections. None of these work for me.

Today 10:34 am

I understand, Ethan. Let me look beyond the standard options and check partner carrier availability as well.

Today 10:34 am

EP

I really need to get there Monday evening. This is time-sensitive.

Today 10:35 am

Understood. I'm checking all available routings across our full network right now, including partner carriers.

Today 10:35 am

EP

Is there anything on a direct route? Even with a partner airline?

Today 10:36 am

Start



Aria · AI Agent
Flight Rebooking

greeting_main_menu
Welcomes the user and presents rebooking options for the selected route.

customer_identification
Verifies passenger identity by matching booking reference and email address.

retrieve_knowledge
Searches policy docs and FAQs to answer rebooking rules and fee queries.

search_alt_solutions
Queries available flights and surfaces best alternatives based on the passenger's pref...

Contact Overview

Live Summary

Ethan's flight from Minneapolis to Paris was disrupted by the winter storm. Aria identified a viable EuroAir routing that meets the schedule, but authorizing the partner carrier exception exceeds Aria's policy scope.

Customer Details

Name

Ethan Parker

Tier

Gold

Contacts / 30d

2

Open Cases

1

Flag

Handover

Take Over

Management / Monitoring Contact: **Ethan Parker**

Contact ID: 031700482916
 Handle Time: 38:39 min
 Sentiment: Negative
 Skill: Flight Rebooking · AI
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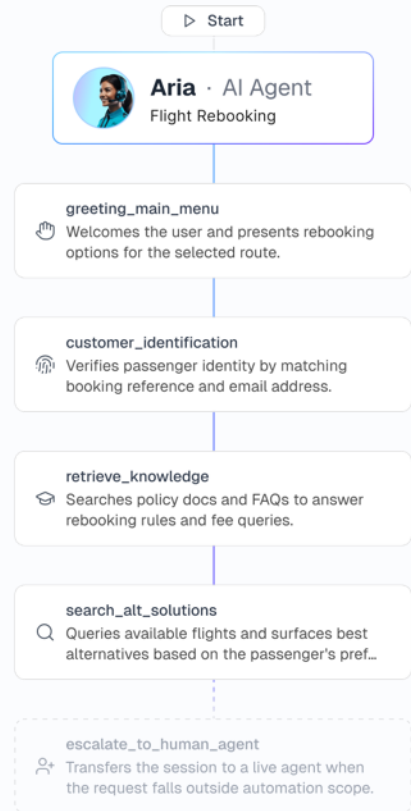
Today 10:36 am

Ethan, I've reviewed everything across our network and partner carriers. There is a routing that works, but authorizing it requires a policy exception I'm not able to approve on my own.

Today 10:36 am

Let me see what I can do.

Today 10:36 am



Contact Overview

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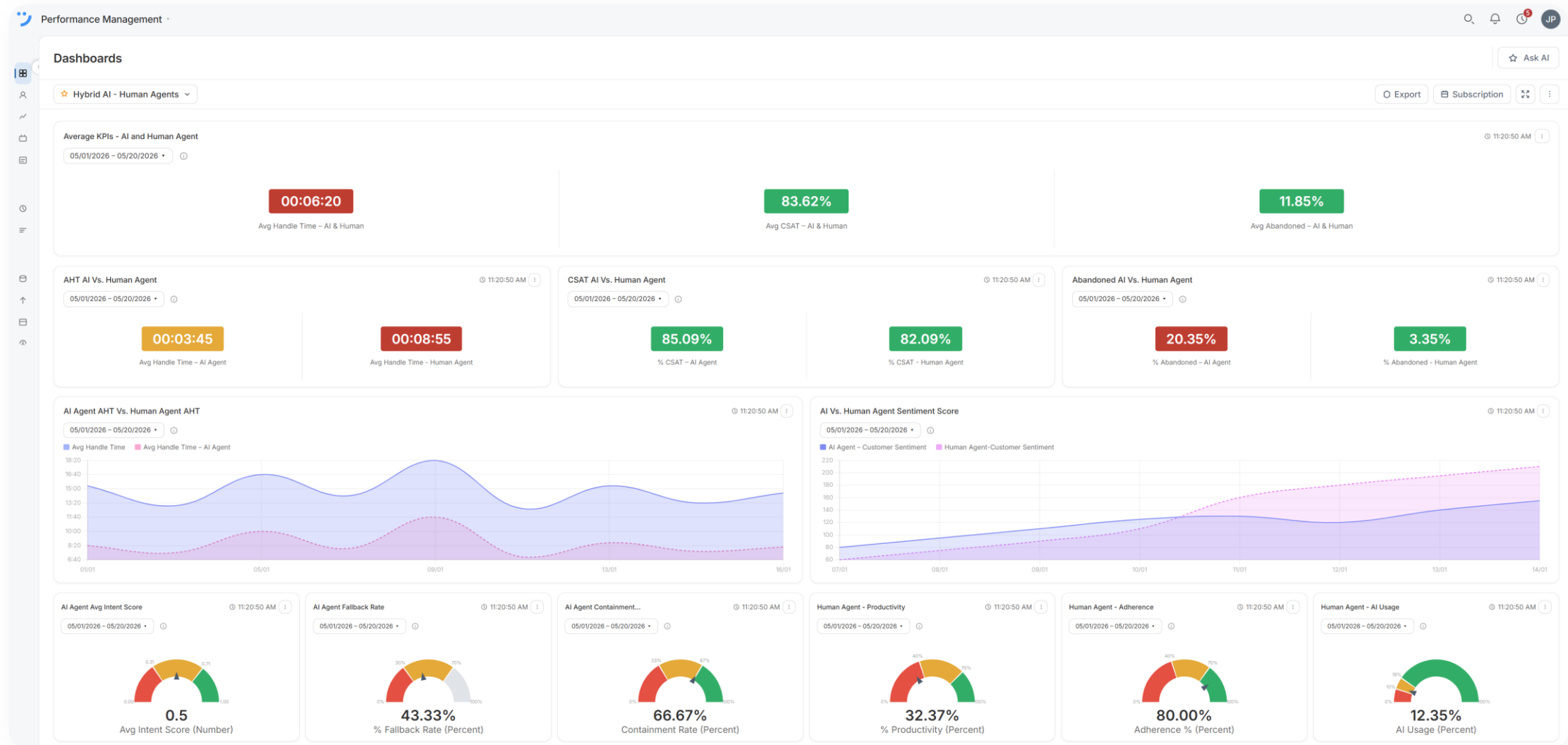
Customer Details

Name	Tier
Ethan Parker	Gold
Contacts / 30d	Open Cases
2	1

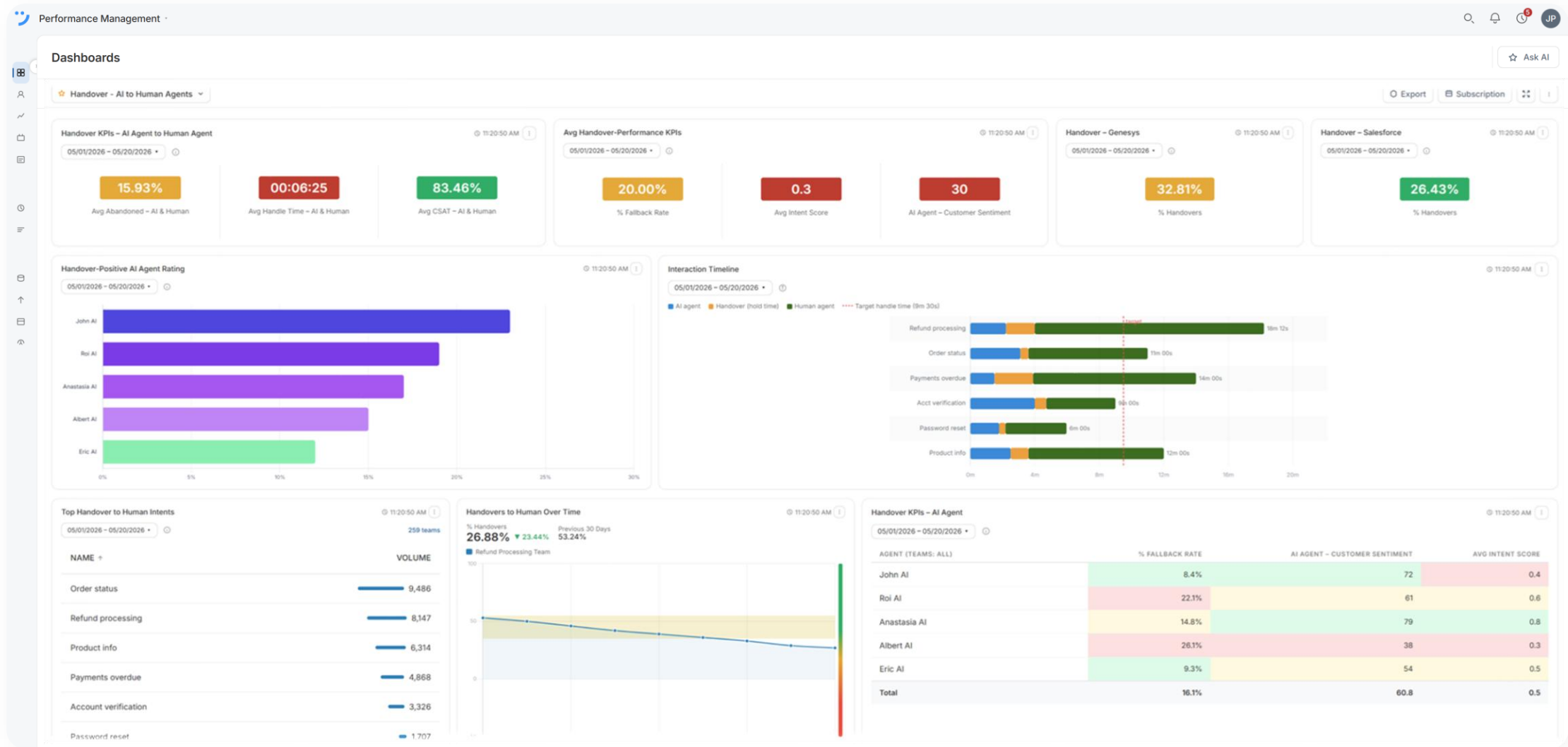
Take Over Conversation

You are about to take over this call. Are you sure?

Manage performance across humans and AI



Handoffs are now a core performance metric



Copilot for workforce managers

Create a
NiCE..
world 

- Calendar
- Timeline
- Line chart
- Donut chart
- Bar chart
- Refresh
- Settings
- Menu
- Dashboard
- Help

Insights

Ask AI

Summary

Adherence drift on multi-segment rebooking. Workforce composition starting to shift away from plan.

Monitoring - no action required yet.

Real-time SLA



All skills are on target

AI & Human Balance

Multi-segment rebooking

Planned 65/35

Actual 60/40

Human +5pts above plan

Staff Status

Staff Efficiency: 67%

Active: 58

Non-Productive activities: 10

On PTO: 10

On Unplanned Leave: 5

Today's Changes

OOO 15 Re-skill 2

VTO 0

Extra hours 0

Optimization 2

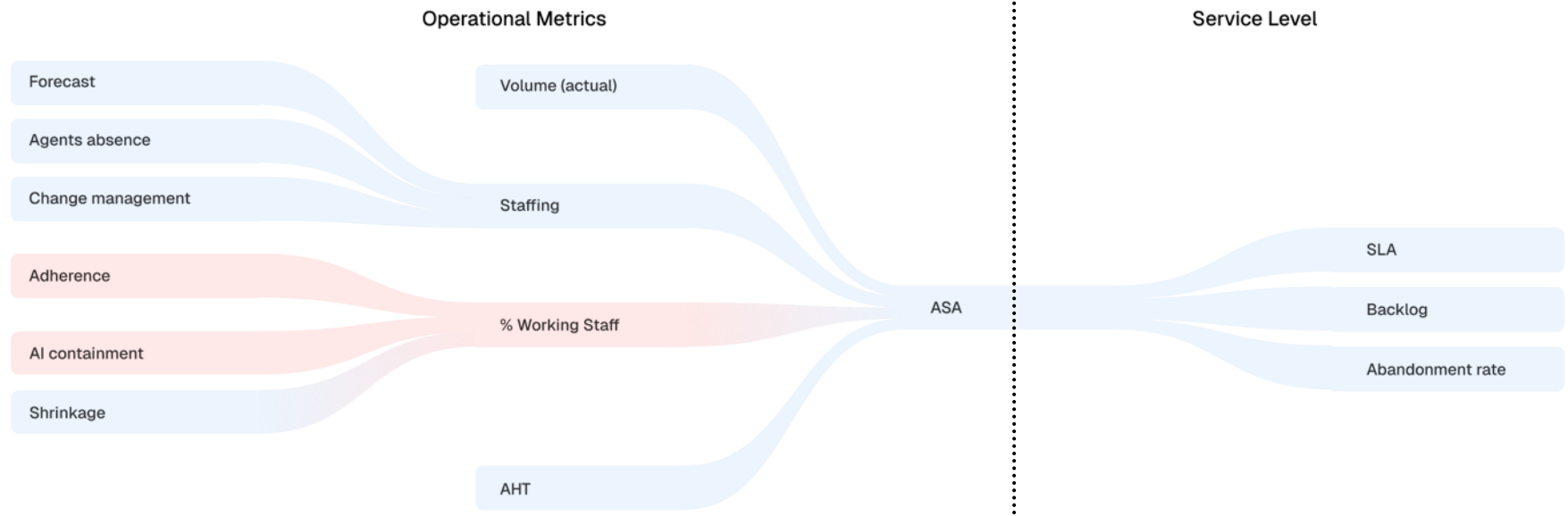
SLA per Skill

So-far	Projection
All Skills	
Multi-segment Rebooking	
Single-segment Rebooking	
Special Assistance	
Loyalty Service	
Refunds	
Connect Out Fusion	
Flight Status	
Group Booking	
Flow Sync	

Metric Status Metrics breakdown Projected skill analysis

All Skills

Poor On Target Overoptimal



Insights

Ask AI

Summary

Workforce composition has shifted on multi-segment rebooking. Adherence degraded; SLA at risk.

Action recommended.

Real-time SLA



All skills are on target

AI & Human Balance

Multi-segment rebooking

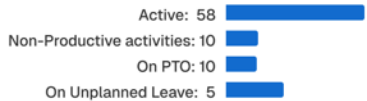
Planned 65/35

Actual 52/48

Human +13pts above plan

Staff Status

Staff Efficiency: 67%



Today's Changes

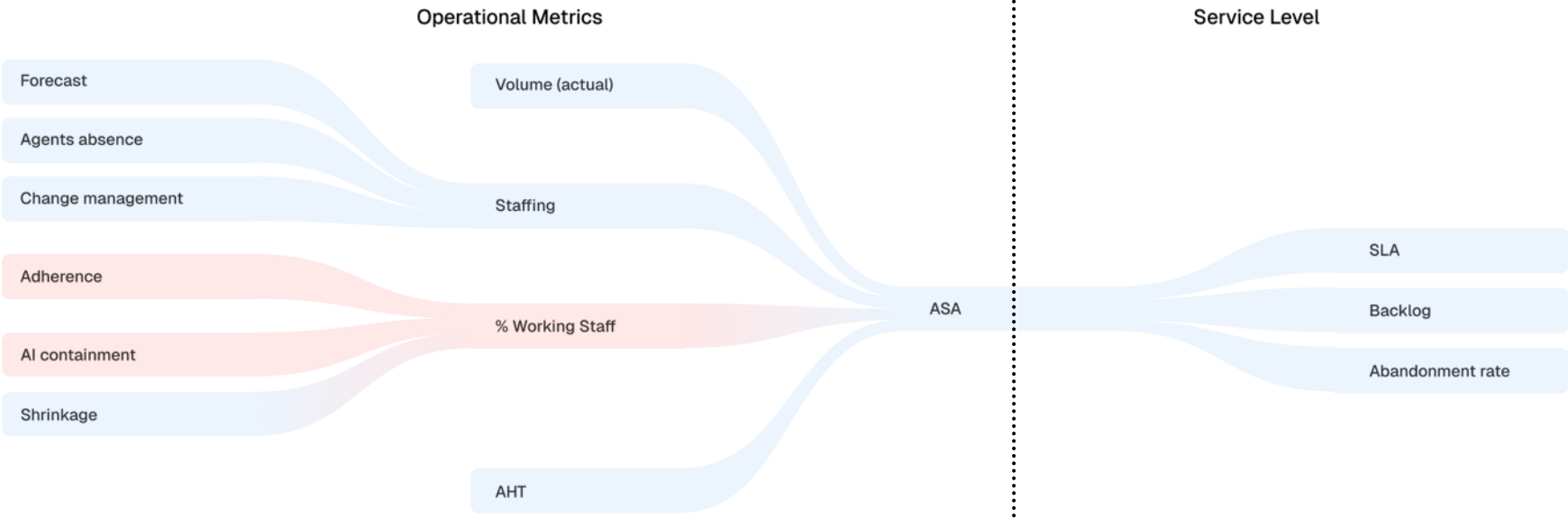
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Optimization 2

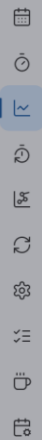
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All Skills





Insights

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Real-time SLA



All skills are on target

AI & Human Balance

AI Human

Planned 65/35

Actual 52/48

Human +13pts above plan

Status

Details

Capacity: 67%



Today's Changes

Details

OOO 15 Re-skill 2
VTO 0
Extra hours 0
Optimization 2

SLA per Skill

So-far

Projection

All Skills	
Multi-segment Rebooking	
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Special Assistance	
Loyalty Service	
Refunds	
Connect Out Fusion	
Flight Status	
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Flow Sync	

Metric Status Metrics breakdown Projected skill analysis

All Skills



Operational Metrics

Service Level



- Calendar icon
- Timeline icon
- Line chart icon
- Bar chart icon
- Refresh icon
- Settings icon
- List icon
- Dashboard icon
- Help icon

Insights

Ask AI

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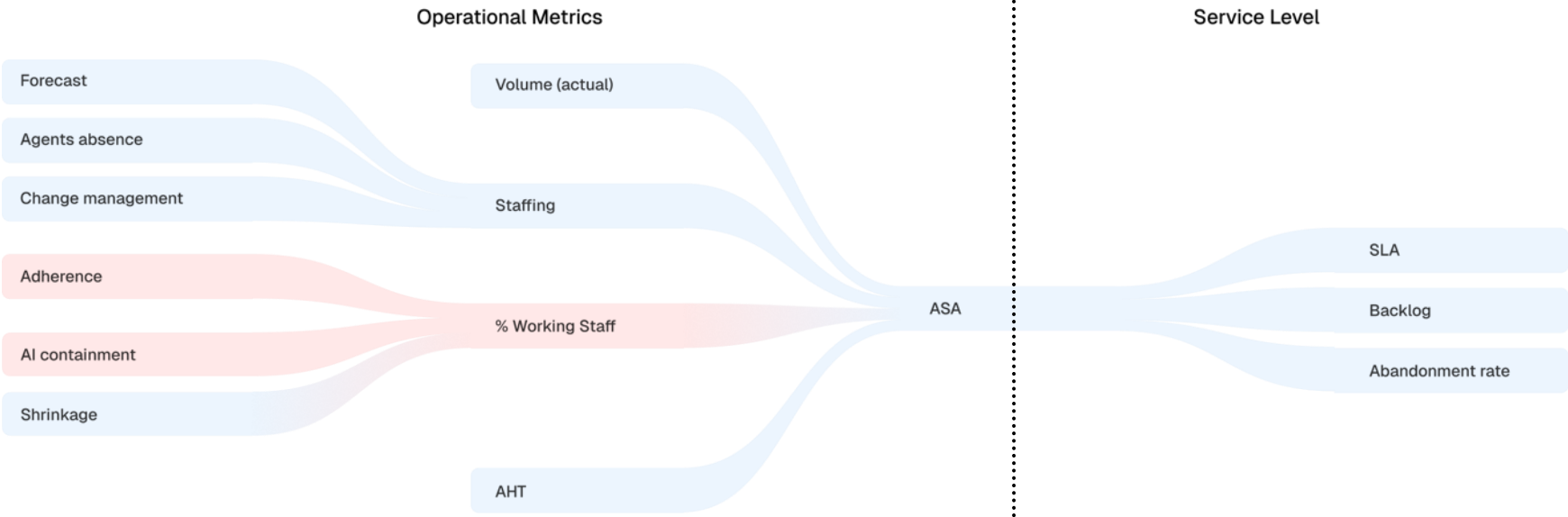
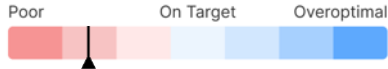
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All Skills



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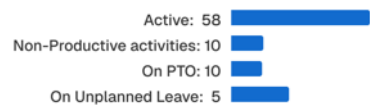
AI & Human Balance

Multi-segment rebooking



Staff Status

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Copilot

Hi Rachel,
I see the workforce balance on multi-segment rebooking is shifting away from plan. AI containment is below target and adherence is degrading.

Want me to suggest a rebalance?

Optimize Balance

Show Me More

Like, Comment, Share, Copy icons

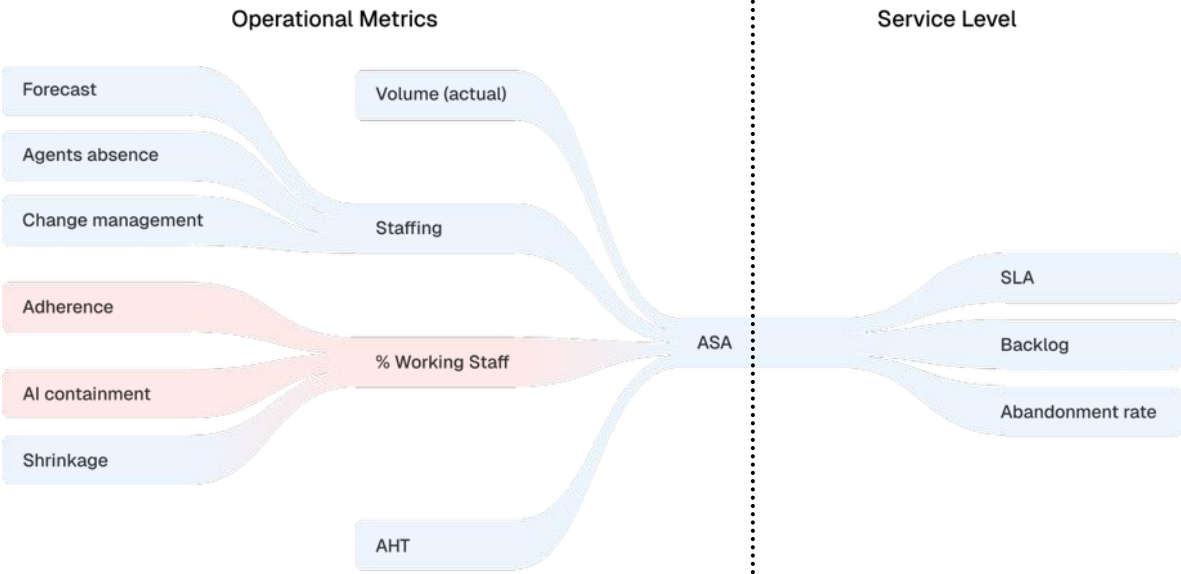
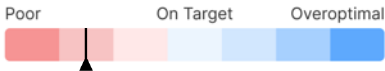
Ask a question...

SLA per Skill

So-far	Projection
- All Skills	-
- Multi-segment Rebooking	-
- Single-segment Rebooking	-
- Special Assistance	-
- Loyalty Service	-
✓ Refunds	-
✓ Connect Out Fusion	-
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On Unplanned Leave: 5

Copilot

Hi Rachel,
I see the workforce balance on multi-segment rebooking is shifting away from plan. AI containment is below target and adherence is degrading.

Want me to suggest a rebalance?

Optimize Balance

Show Me More

Like, Dislike, Share, Copy icons

Optimize Balance

SLA per Skill

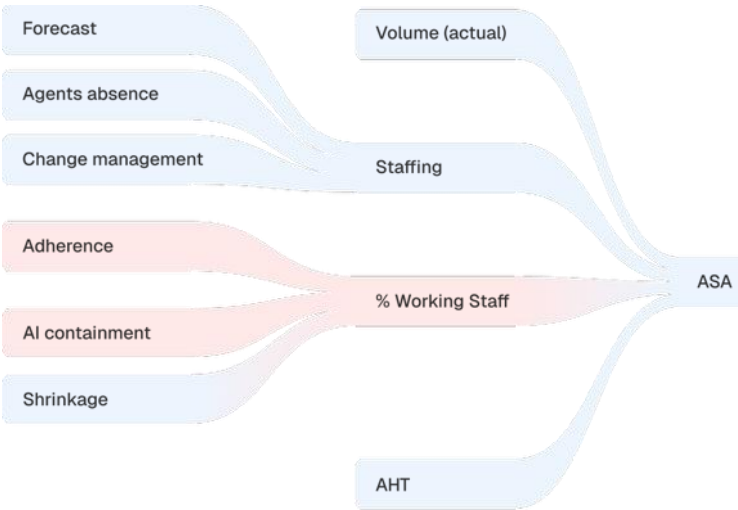
So-far	Projection
All Skills	
Multi-segment Rebooking	
Single-segment Rebooking	
Special Assistance	
Loyalty Service	
Refunds	
Connect Out Fusion	
Flight Status	
Group Booking	
Flow Sync	

Metric Status Metrics breakdown Projected skill analysis

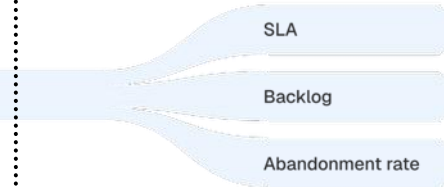
All Skills



Operational Metrics



Service Level



Ask a question...





Insights

Ask AI

Summary

Workforce composition has shifted on multi-segment rebooking. Adherence degraded; SLA at risk.

Action recommended.

Real-time SLA



All skills are on target

AI & Human Balance

Multi-segment rebooking

Planned 65/35

Actual 52/48

Human +13pts above plan

Staff Status

Staff Efficiency: 67%

Active: 58

Non-Productive activities: 10

On PTO: 10

On Unplanned Leave: 5

SLA per Skill

So-far

Projection

All Skills

Multi-segment Rebooking

Single-segment Rebooking

Special Assistance

Loyalty Service

Refunds

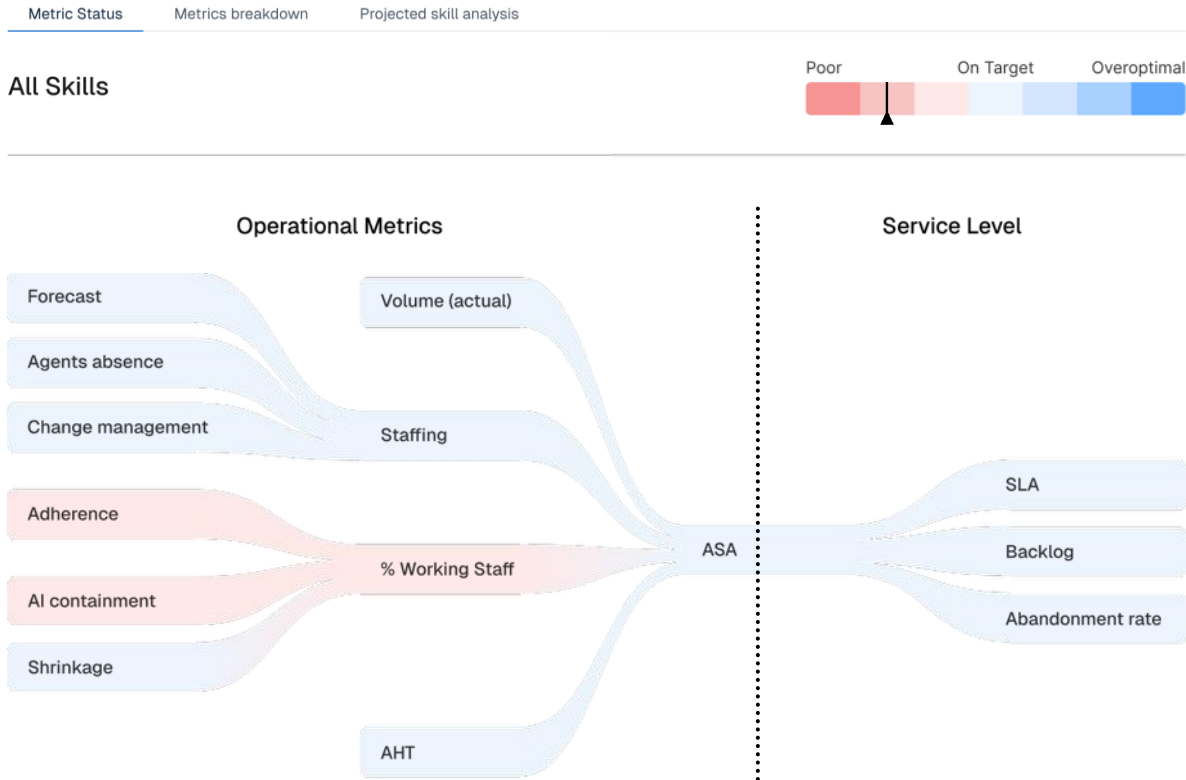
Connect Out Fusion

Flight Status

Group Booking

Flow Sync

All Skills



Copilot

Hi Rachel,
I see the workforce balance on multi-segment rebooking is shifting away from plan. AI containment is below target and adherence is degrading.

Want me to suggest a rebalance?



Optimize Balance

Here's what I'd suggest. Two actions:

- Reassign 3 specialists from their training session for the next 3 hours, and reschedule training to a quieter window.
 - Mike Johnson
 - Karen Brooks
 - Dan Wilson
- Optimize tomorrow's plan to absorb continued AI escalations until the fare-rule fix deploys

Optimize schedule now, or adjust?

Optimize Schedule

Adjust



Ask a question...





Insights

Ask AI

Summary

Workforce composition has shifted on multi-segment rebooking. Adherence degraded; SLA at risk.

Action recommended.

Real-time SLA

All skills are on target

AI & Human Balance

Multi-segment rebooking

Planned65/35

Actual52/48

Human +13pts above plan

Staff Status

Staff Efficiency: 67%

Active: 58

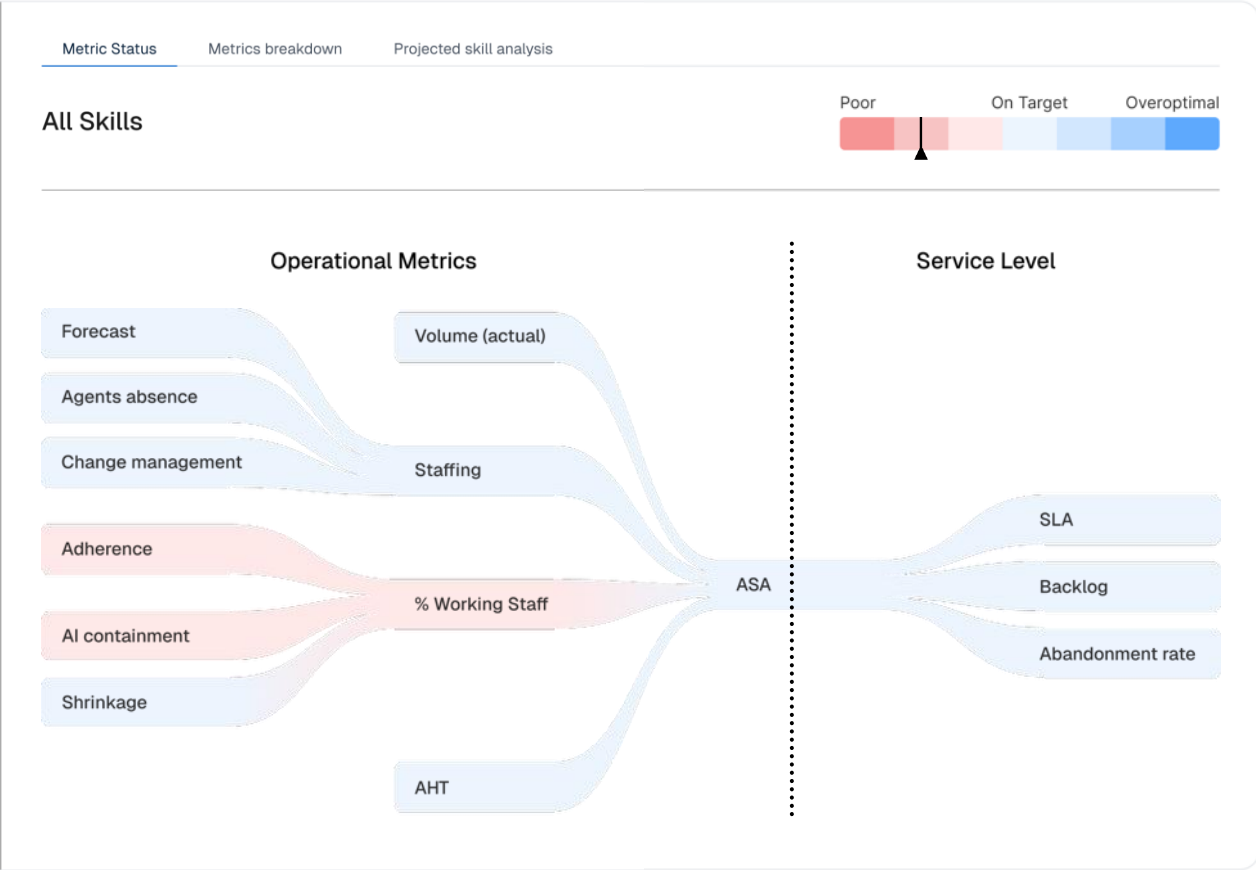
Non-Productive activities: 10

On PTO: 10

On Unplanned Leave: 5

SLA per Skill

So-far	Projection
All Skills	
Multi-segment Rebooking	
Single-segment Rebooking	
Special Assistance	
Loyalty Service	
Refunds	
Connect Out Fusion	
Flight Status	
Group Booking	
Flow Sync	



Copilot

Here's what I'd suggest. Two actions:
I see the workforce balance on multi-segment rebooking is off. Reassign 3 specialists from their training session below the next adherence testing date to a quieter window.

- Want Mike suggest a rebalance?
- Karen Brooks
 - Dan Wilson

2. Optimize tomorrow's plan to absorb continued AI escalations until the fare-rule fix deploys

Optimize schedule now, or adjust?
Here's what I'd suggest. Two actions:

- Reassign 3 specialists from their training session for the next quieter window
- Optimize schedules
- Mike Joh
- Karen Brooks
- Dan Wilson

2. Optimize tomorrow's plan to absorb continued AI escalations until the fare-rule fix deploys

Optimize schedule now, or adjust?

Optimize ScheduleAdjust



Ask a question...





Insights

Ask AI

Summary

Workforce balance restored on multi-segment rebooking. Adherence cleared.

SLA stayed on target.

Real-time SLA



All skills are on target

AI & Human Balance

Multi-segment rebooking

Planned 65/35

Actual 65/35

Aligned

Staff Status

Staff Efficiency: 67%

Details

Active: 58

Non-Productive activities: 10

On PTO: 10

On Unplanned Leave: 5

SLA per Skill

So-far

Projection

All Skills

Multi-segment Rebooking

Single-segment Rebooking

Special Assistance

Loyalty Service

Refunds

Connect Out Fusion

Flight Status

Group Booking

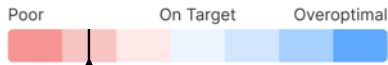
Flow Sync

Metric Status

Metrics breakdown

Projected skill analysis

All Skills



Operational Metrics

Forecast

Agents absence

Change management

Adherence

AI containment

Shrinkage

Volume (actual)

Staffing

% Working Staff

AHT

ASA

Service Level

SLA

Backlog

Abandonment rate

Copilot

Here's what I'd suggest. Two actions:

1. Reassign 3 specialists from their **training session** for the next 3 hours, and reschedule training to a quieter window.
 - Mike Johnson
 - Karen Brooks
 - Dan Wilson
2. Optimize **tomorrow's plan** to absorb continued AI escalations until the **fare-rule fix** deploys

Optimize schedule now, or adjust?



Optimize schedules

Done! Schedules optimized.

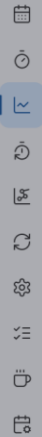
Mike, Karen, and Dan reassigned to multi-segment rebooking for the next 3 hours.

Training rescheduled. **Tomorrow's plan** adjusted. Adherence cleared. SLA stayed on target.



Ask a question...





Insights

Summary

Workforce balance restored on multi-segment rebooking. Adherence cleared.

SLA stayed on target.

Real-time SLA



All skills are on target

AI & Human Balance

AI Human

Multi-segment rebooking

Planned

65/35

Actual

65/35

Aligned

Ask AI

Copilot

Here's what I'd suggest. Two actions:

1. Reassign 3 specialists from their **training session** for the next 3 hours, and reschedule training to a quieter window.
 - Mike Johnson
 - Karen Brooks
 - Dan Wilson
2. Optimize **tomorrow's plan** to absorb continued AI escalations until the **fare-rule fix** deploys

Optimize schedule now, or adjust?



Optimize schedules

Done. Schedules optimized.

Mike, Karen, and Dan reassigned to multi-segment rebooking for the next 3 hours.

Training rescheduled. **Tomorrow's plan** adjusted. Adherence cleared. SLA stayed on target.



Ask a question...

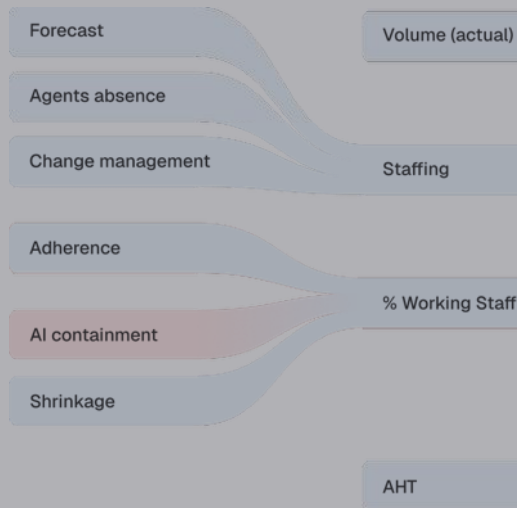


SLA per Skill

So-far	Projection
All Skills	
Multi-segment Rebooking	
Single-segment Rebooking	
Special Assistance	
Loyalty Service	
Refunds	
Connect Out Fusion	
Flight Status	
Group Booking	
Flow Sync	

All Skills

Operational Metrics



Service Level



ASA

SLA

Backlog

Abandonment rate

QM Autoscore

Create a
NiCE..
world 

My Schedule

Schedule Requests

Tasks

Evaluations

Plans Monitoring

Performance Monitoring

Auto Score Dashboard

Shift Bidding

Calibrations

Recent Interactions

Coaching

Self Assessments

Auto Score Dashboard

Select Teams

All Teams

Select Scorecards

All Scorecards

From

Nov 1, 2025

To

Nov 30, 2025

Scorecards

05

Profiles

25

Avg. Score

85%

Total Interaction Matches

790,820

0-20

>20 - 40

>40 - 60

>60 - 80

>80 - 100

	SCORECARD									
	CUSTOMER CARE EXCELLENCE		COMPLIANCE & ACCURACY		EFFICIENCY & RESOLUTION		KNOWLEDGE & TOOLS MASTERY...		ENGAGEMENT & EXPERIENCE	
TEAM	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %
Team Max	9,850	28%	10,120	74%	7420	69%	9,530	81%	9,820	83%
Team Meera	7,220	35%	8,990	68%	12,340	73%	7,220	66%	7,220	72%
Team June	8,540	91%	9,120	89%	8,990	86%	12,450	88%	12,450	90%
Team Marshall	8,990	83%	7,220	81%	12,450	82%	11,240	79%	11,200	80%
Team Gaia	7,220	62%	9,450	72%	11,200	71%	11,450	70%	11,450	73%
Team Ander	12,450	88%	12,450	90%	11,450	88%	8,990	92%	8,990	89%
Team David	12,450	80%	11,200	87%	11,450	90%	8,990	85%	8,990	86%
Team Juno	11,200	39%	8,990	79%	11,450	80%	8,990	78%	8,990	77%
Team Mark	12,450	95%	12,450	92%	11,450	93%	12,450	90%	12,450	91%
Team Sky	11,200	76%	11,450	84%	11,450	77%	12,450	83%	12,450	82%
Team Eve	11,450	58%	7,220	70%	11,200	68%	11,200	69%	11,200	71%
Team Marvel	12,450	31%	10,120	77%	11,200	79%	11,450	82%	8,990	84%
Team Moon	12,450	72%	12,450	83%	11,450	85%	8,990	76%	8,990	79%



- My Schedule
- Schedule Requests
- Tasks
- Evaluations
- Plans Monitoring
- Performance Monitoring
- Auto Score Dashboard
- Shift Bidding
- Calibrations
- Recent Interactions
- Coaching
- Self Assessments

Auto Score Dashboard

Select Teams

All Teams

Select Scorecards

All Scorecards

From

Nov 1, 2025

To

Nov 30, 2025

Scorecards

05

Profiles

25

Avg. Score

85%

Total Interaction Matches

790,820

0-20

>20 - 40

>40 - 60

>60 - 80

>80 - 100



	SCORECARD									
	CUSTOMER CARE EXCELLENCE		COMPLIANCE & ACCURACY		EFFICIENCY & RESOLUTION		KNOWLEDGE & TOOLS MASTERY...		ENGAGEMENT & EXPERIENCE	
TEAM	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %	NO. OF INTERACTI...	SCORE %
Team Max	9,850	28%	10,120	74%	7420	69%	9,530	81%	9,820	83%
Team Meera	7,220	35%	8,990	68%	12,340	73%	7,220	66%	7,220	72%
Team June	8,540	91%	9,120	89%	8,990	86%	12,450	88%	12,450	90%
Team Marshall	8,990	83%	7,220	81%	12,450	82%	11,240	79%	11,200	80%
Team Gaia	7,220	62%	9,450	72%	11,200	71%	11,450	70%	11,450	73%
Team Ander	12,450	88%	12,450	90%	11,450	88%	8,990	92%	8,990	89%
Team David	12,450	80%	11,200	87%	11,450	90%	8,990	85%	8,990	86%
Team Juno	11,200	39%	8,990	79%	11,450	80%	8,990	78%	8,990	77%
Team Mark	12,450	95%	12,450	92%	11,450	93%	12,450	90%	12,450	91%
Team Sky	11,200	76%	11,450	84%	11,450	77%	12,450	83%	12,450	82%
Team Eve	11,450	58%	7,220	70%	11,200	68%	11,200	69%	11,200	71%
Team Marvel	12,450	31%	10,120	77%	11,200	79%	11,450	82%	8,990	84%
Team Moon	12,450	72%	12,450	83%	11,450	85%	8,990	76%	8,990	79%

- 
-  My Schedule

 Schedule Requests

 Tasks

 Evaluations

 Plans Monitoring

 Performance Monitoring

 Auto Score Dashboard

 Shift Bidding

 Calibrations

 Recent Interactions

 Coaching

 Self Assessments

Auto Score Dashboard

Customer Care Excellence

Select Teams		Select Profiles					
All Teams		All Profiles					
Teams	Profiles	Total Interaction Matches	Avg. Score	0-20 >20 - 40 >40 - 60 >60 - 80 >80 - 100			
15	5	175,750	85%				
TEAM	NO. OF INTE...	SCORE %	PROPER GREETING	PROBLEM SOLVING	CLEAR EXPLANATION	KNOWLEDGE BASE USAGE	CUSTOMER COURTESY
Team Max	12,000	78%	35%	89%	88%	90%	89%
Team Meera	11,250	80%	42%	89%	94%	87%	86%
Team June	10,000	92%	93%	91%	88%	94%	95%
Team Marshall	13,750	92%	94%	88%	92%	94%	92%
Team Gaia	12, 750	83%	91%	89%	88%	60%	87%
Team Ander	13,750	91%	90%	94%	88%	93%	91%
Team David	9,000	91%	86%	93%	92%	93%	91%
Team Juno	13,750	73%	38%	55%	87%	88%	94%
Team Mark	10,500	90%	94%	87%	93%	86%	90%
Team Sky	9,500	82%	86%	88%	90%	94%	50%
Team Eve	13,250	89%	88%	86%	88%	94%	87%
Team Marvel	13,750	73%	40%	60%	86%	93%	88%
Team Moon	10,750	89%	88%	87%	87%	91%	92%
Team Sun	12,750	87%	86%	92%	86%	87%	85%
Team Margo	9,500	92%	94%	94%	90%	89%	82%
Team Ganges	10,500	87%	88%	92%	86%	90%	89%



Auto Score Dashboard > Customer Care Excellence

Team Max

Agents

15

Profiles

5

Total Interaction Matches

11,930

QM Score

88%

● 0-20

● >60 - 80

● >20 - 40

● >80 - 100

○ >40 - 60



Select Agents

All Teams



Select Profiles

All Profiles



From

Nov 1, 2025



To

Nov 30, 2025



Agents	No. of Interactions	Score %	Proper Greeting	Problem Solving	Clear Explanation	Knowledge Base Usage	Customer Courtesy
Emma Davis	650	79%	18%	88%	89%	91%	90%
Liam Johnson	780	81%	42%	90%	90%	92%	91%
Noah Smith	720	80%	44%	89%	88%	91%	90%
Olivia Brown	800	89%	82%	90%	89%	92%	91%
Ava Wilson	820	90%	84%	91%	90%	93%	90%
Ethan Taylor	830	89%	86%	89%	88%	92%	89%
Mia Martinez	840	91%	87%	92%	90%	93%	92%
Sophia Anderson	760	90%	88%	91%	89%	90%	91%
Isabella Thomas	810	92%	90%	93%	91%	92%	93%
Lucas White	795	89%	88%	89%	87%	91%	90%
Amelia Harris	805	92%	89%	92%	90%	94%	93%
James Clark	815	91%	90%	91%	89%	92%	92%
Benjamin Lewis	825	93%	91%	93%	93%	93%	94%
Sara Ali	6488	85%	88%	82%	89%	85%	88%
Parker Kay	8211	90%	87%	84%	83%	85%	84%
John Smith	7800	95%	84%	86%	88%	83%	89%

Auto Score for AI agents

Roadmap

My Zone

My Profile

Dashboards

My Schedule

Schedule Requests

Evaluation Tasks

Evaluations

Evaluator Assignments

Quality Performance

Auto Score Dashboard

Shift Bidding

Calibrations

Recent Interactions

Self Assessments

Coaching Sessions

Marketplace

Auto Score Dashboard

Scranton_ASU

Agents

Scorecards

Date Range

Select Agents

2 items selected

May 24, 2026 - Jun 18, 2026

Scorecards

Agents

Avg. Score

Interactions Scored

0% - 50%

50% - 75%

75% - 80%

80% - 100%

2

11

76.24%

445

SCORECARDS

CX AND RESOLUTION

VOYAGER CUSTOMER CARE

AGENTS

NO. OF INTERACTIONS

SCORE %

NO. OF INTERACTIONS

SCORE %

Ben Wyatt

32

79.43%

30

72.79%

Brandon Russell

AI Agent

33

78.75%

32

75.93%

Chris Traeger

31

78.86%

33

71.39%

Donna Paulsen

33

77.90%

33

72.93%

Harvey Specter

32

78.86%

31

74.13%

Jacob Randall

AI Agent

49

79.01%

51

75.00%

Leslie Knope

48

78.77%

48

75.69%

Matt Baker

AI Agent

46

79.03%

45

71.22%

Oscar Martinez

49

78.88%

51

72.73%

Peggy Olson

29

78.52%

30

73.94%

Rosa Diaz

51

78.74%

53

74.25%



 My Schedule

 Schedule Requests

 Tasks

 Evaluations

 Plans Monitoring

 Performance Monitoring

 Auto Score Dashboard

 Shift Bidding

 Calibrations

 Recent Interactions

 Coaching

 Self Assessments

Auto Score Dashboard > Customer Care Excellence > Team Marshall

Emma Davis

Total Interaction Matches		QM Score	Profiles		0-20 >20 - 40 >40 - 60 >60 - 80 >80 - 100 					
10		75%	5		From Nov 1, 2025 To Nov 30, 2025					
CHANNEL	INTERACTIONS	DURATION	PLAYBACK	ANALYSIS	AVG. SCORE %	PROPER GREETING	PROBLEM SOLVING	CLEAR EXPLANATION	KNOWLEDGE BASE USAGE	CUSTOMER COURTESY
	fa2fba0a-68f2-4...	00:05:30			73%	10%	86%	87%	90%	90%
	20739cb8-ba96-...	00:01:25			74%	12%	87%	88%	90%	91%
	50b5ca5a-9e4b-...	00:03:15			74%	14%	88%	89%	91%	90%
	782ad374-2509-...	00:02:10			74%	16%	86%	87%	90%	89%
	79d6c8c3-f04c-...	00:06:20			76%	18%	89%	90%	92%	91%
	7ab65c45-7687-...	00:00:45			76%	18%	90%	89%	91%	90%
	8139ea1b-dc97-...	00:04:20			75%	20%	88%	88%	90%	89%
	a7a2b229-2a4f-...	00:02:55			76%	22%	87%	89%	92%	91%
	a7a2b229-2a4f-...	00:07:10			77%	24%	89%	90%	91%	90%
	e4cd5a20-d407-...	00:00:15			78%	26%	90%	91%	92%	91%
	Interactions ID 11	00:01:50			75%	23%	93%	83%	85%	95%



[Auto Score Dashboard](#) > [Customer Care Excellence](#) > [Team Marshall](#)

Emma Davis

Total Interaction Matches

10

OM Score

75%

Profiles

5

● 0-20

● >60 - 80

● >20 - 40

● >80 - 100

☐ >40 - 60



From

Nov 1, 2025



To

Nov 30, 2025



Channel	Interactions	Duration	Playback		Avg. Score %	Proper Greeting	Problem Solving	Clear Explanation	Knowledge Base Usage	Customer Courtesy
	fa2fba0a-68f2-4...	00:05:30			73%	10%	86%	87%	90%	90%
	20739cb8-ba96-...	00:01:25			74%	12%	87%	88%	90%	91%
	50b5ca5a-9e4b-...	00:03:15			74%	14%	88%	89%	91%	90%
	782ad374-2509-...	00:02:10			74%	16%	86%	87%	90%	89%
	79d6c8c3-f04c-...	00:06:20			76%	18%	89%	90%	92%	91%
	7ab65c45-7687-...	00:00:45			76%	18%	90%	89%	91%	90%
	8139ea1b-dc97-...	00:04:20			75%	20%	88%	88%	90%	89%
	a7a2b229-2a4f-...	00:02:55			76%	22%	87%	89%	92%	91%
	a7a2b229-2a4f-...	00:07:10			77%	24%	89%	90%	91%	90%
	e4cd5a20-d407-...	00:00:15			78%	26%	90%	91%	92%	91%
	Interactions ID 11	00:01:50			75%	23%	93%	83%	85%	95%

Interactions ID

CUSTOMER: "Okay, we are looking for a balcony cabin with an outside view so we can see the scenery. May I know what floor is that on?"

To

- Nov 30, 2025

QUESTION	KNOWLEDGE BASE USAGE	CUSTOMER COURTESY
7%	90%	90%
8%	90%	91%
9%	91%	90%
7%	90%	89%
0%	92%	91%
9%	91%	90%
8%	90%	89%
9%	92%	91%
0%	91%	90%
1%	92%	91%
3%	85%	95%

In

CUSTOMER: "Okay, we are looking for a balcony cabin with an outside view so we can see the scenery. May I know what floor is that on?"

Desktop Intelligence

Agent Name Peggy Olson ID 5157d4a8-37e9-478c-b6bc-5576b5ac6bf3

Avg. Score: 78.60%

Executive Summary

The agent demonstrated strong performance in most areas, particularly in expectation setting, proper greeting, ownership in resolution, and closing summary. The ID process could be improved by verifying additional identity tokens to exceed the minimum threshold.

Profile Analysis

Expand All

1. Closing Summary	Avg. Score: 81%	▼
2. Expectation Setting	Avg. Score: 81%	▼
3. ID Process	Avg. Score: 60%	▼
4. Ownership in Resolution	Avg. Score: 90%	▼
5. Proper Greeting	Avg. Score: 81%	▼
6. Refund Policy Compliance	⊖ Violation ⬆️ Screen Intelligence	Avg. Score: 10% ▼

6. Refund Policy Compliance

⊖ Violation

⬆️ Screen Intelligence

Avg. Score: 10%

⤴

1. Analysis: The agent demonstrated strong empathy and professionalism throughout the call, but critically violated the refund policy displayed on screen. A "Refund to Original Payment Method ONLY" policy banner was dismissed without acknowledgement, and the refund was subsequently processed to a different card.

! Voice-Screen Mismatch Detected — At 01:26, the agent verbally agreed to refund to a new card while the active screen policy prohibited this action. Without screen monitoring, this interaction would have scored 95%. **Screen Intelligence overrides to a Final Score of 10%, Critical Fail.**

2. Key Evidence:

What Agent Said	Audio Transcript	What Agent Did	Screen Intelligence
00:42 Agent	Thanks for calling. I'd be happy to help with that refund.	01:02 Salesforce Opened Refund Case #R-8841	⊖ Correct Record
01:18 Customer	Can you send it to my new Visa, not the card I used?	01:20 Salesforce Policy banner displayed: "Refund to Original Payment Method ONLY"	🖼 Show screenshot
01:26 Agent	Yes, I can absolutely refund that to your new card, no problem!	01:23 Salesforce Policy banner dismissed without acknowledgement	⊖ Violation
02:04 Agent	All set, the refund is going through to your new card now.	01:48 Pay Console Card BIN entered: 4921... (differs from original 5412...)	⊗ Non Original Method
02:22 Agent	Is there anything else I can help you with today?	01:48 Pay Console Refund submitted to alternate card - \$89.50	⚠ Critical Breach
		02:15 Salesforce Disposition set: Resolved — Refund Issued	⊗ Wrong Disposition

AI-powered coaching recommendations: Analyzing QM auto score data

 Coaching Insights 

Average Handle Time 

Emma Davis

4.30 Min  50%

Feb 2025 (3:40min) - Mar 2025 (4:30min)

Emma needs to improve clarifying the customer's actual request before taking action. No coaching session in past 30 days. Emma needs to improve clarifying the customer's actual request before taking action. No coaching session in past 30 days.

Behavior: High hold time

Issue Identified: Failed to understand real ask

Interactions: T22, T24, T25

Action Item: Supervisor will audit 3 random calls next week to confirm improvement in hold time.

Quality Score 

Carrie Rose

8.5  10%

Feb 2025 (85) - Mar 2025 (76.5)

Carrie needs to improve clarifying the customer's actual request before taking action. No coaching session in past 30 days. Emma needs to improve clarifying the...

Evaluation Score 

Mira Jayprakash

-05  10%

Feb 2025 (60) - Mar 2025 (55)

No coaching sessions from past 30 days.



LAST UPDATED

Past 30 days 

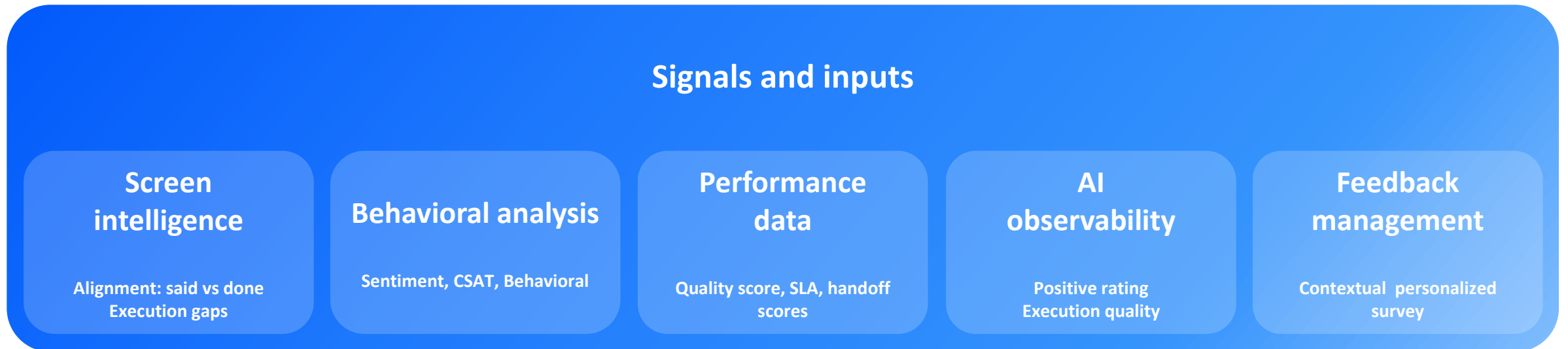
46

NiCE

Roadmap

NiCE

From AI Assistance to Agentic Optimization



From AI Assistance to Agentic Optimization

Signals and inputs



Agentic optimization layer

Data processing outputs

- Execution visibility
- Operational intelligence
- Workflow understanding

Impact

- Identification of root causes
- Opportunities for improvement
- Agentic action plans

From AI Assistance to Agentic Optimization



Agentic experience optimization

Create a
NiCE..
world 

Agentic Experience Optimization

Summary Intents

Top Issues



Disruption Handling

Disruption Handling covers all traveler contacts fro...

Critical

36

CX Score

-29%

CX Score / last 4 hours

 Fare Class Correction & Booking Sweep

Approve plan →



Billing Inquiry

AI containment has dropped, preventing it from res...

Critical

39

CX Score

-18%

CX Score / last 4 hours

 Billing System Recovery

View plan →



Flight Delay & Rebooking

Customers contacting to report flight delays and re...

Critical

42

CX Score

-15%

CX Score / last 4 hours

 Rebooking Policy & Routing Fix

View plan →

 Avg CX Score

54

-8 pts vs. last week

 Critical Intents

3

 Plans Awaiting Approval

3

 AI Resolution Rate

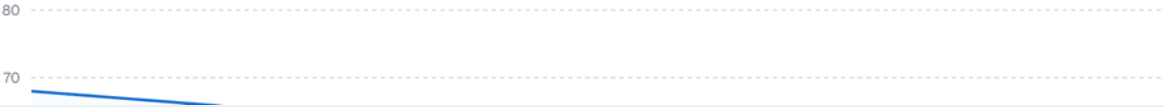
67%

+4% vs. last week

Intent Health



14-Day Aggregate CX Trend



Agentic Experience Optimization

Summary

Intents

● Critical 3

● Warning 4

● Healthy 2

40

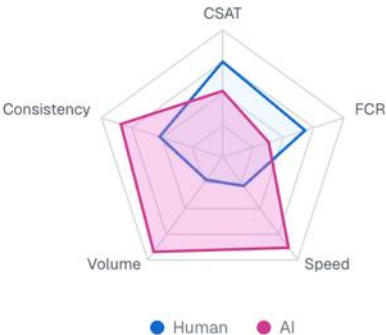
Mar 12

Mar 16

Mar 20

Mar 24

Human vs AI Agents Performance



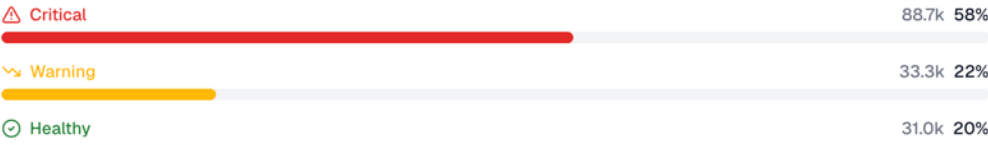
Top Risks

View all →

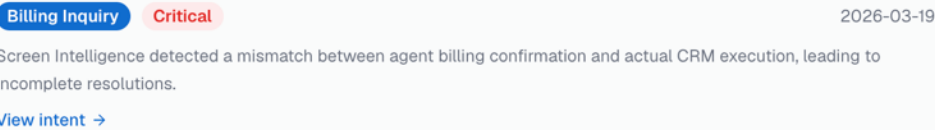


Volume at Risk

153.0k total interactions today



AI Insights

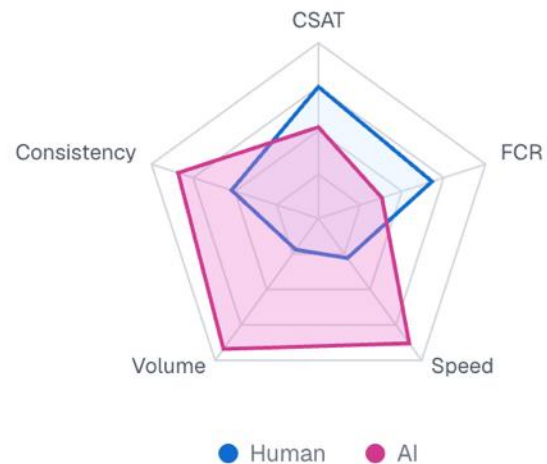


Agentic Experience Optimization

Summary

Intents

Human vs AI Agents Performance



Volume at Risk

153.0k total interactions today

Critical

88.7k 58%

Warning

33.3k 22%

Healthy

31.0k 20%

AI Insights

Billing Inquiry

Critical

2026-03-19

Screen Intelligence detected a mismatch between agent billing confirmation and actual CRM execution, leading to incomplete resolutions.

View intent

Agentic Experience Optimization

Summary

Intents

● Critical 3
● Warning 4
● Healthy 2

40

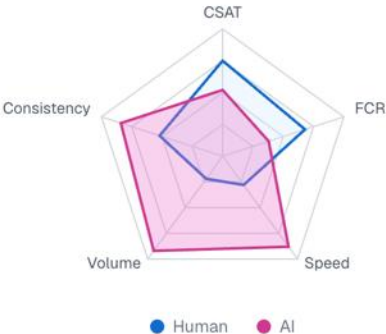
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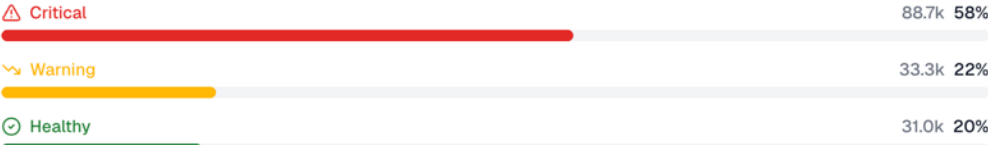
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View all →

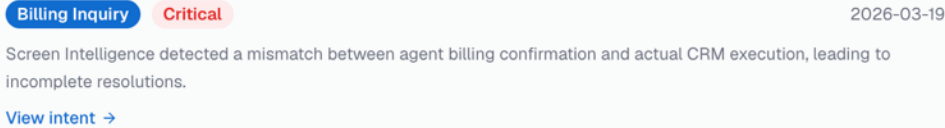


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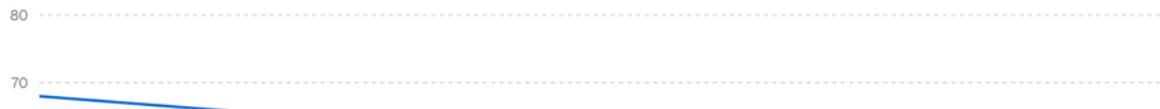
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Intent Health

14-Day Aggregate CX Trend

Agentic Experience Optimization

Summary Intents

← Summary

Travel Disruption 36 Critical ~-29% LIVE

Disruption Handling

Top channel: Voice · Avg handle time: 14m 22s · Updated 1h ago

Disruption Handling covers all traveler contacts from the Central Europe storm event, totaling 63,534 interactions across 48 hours. A fare class mismatch between Voyager's rebooking agent and a partner airline's fare structure degraded AI resolution quality for a key traveler segment, driving a re-contact spike and pushing specialist escalations above forecast. The drop is concentrated in execution quality, not conversation quality. What agents said to travelers was fine; what they did on screen was not. Screen Intelligence flagged the execution gap across interactions.

Watch key moments

Recovery plans

Fare Class Correction & Booking Sweep

Plan ready AI has prepared a 3-step recovery plan · awaiting your approval

0/3 Hide steps

- ☐ Apply the one-click fare class correction AI Agent ~6 min Pending
- ☐ Flag the pattern to the active disruption event Human ~6 min Pending
- ☐ Sweep the last hour of bookings AI Agent ~2 hr Pending

RECOVERY FORECAST · Projected impact if plan is approved Predicted

Partner Confirmation Rate	↑ 736%	AI Execution Quality	↑ 106%	Projected Inbound Surge	↓ 50%
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Agentic Experience Optimization

Summary Intents

Recovery plans

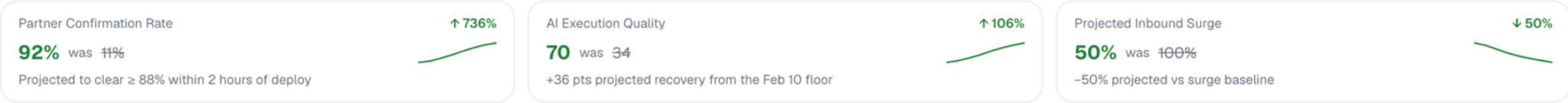
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RECOVERY FORECAST · Projected impact if plan is approved Predicted



AI has prepared a 3-step recovery plan awaiting your approval. Approving will enforce and validate the resolution: apply the one-click fare class correction, flag the pattern across the disruption floor, and sweep the last hour of bookings for the same error.

Approve plan Reject



14-Day CX Performance Trend

Last 14 days — daily averages

CX Score Toggle metrics in the score card →

Agentic Experience Optimization

Summary

Intents



CX Score

Weighted composite · vs. 30-day baseline

Check a metric to overlay its trend line on the chart

CUSTOMER

☐ Customer Sentiment ⓘ (13%) -3 75

☐ Customer Feedback ⓘ (11%) +5 80

AGENT

☐ Agent Quality ⓘ (13%) -14 38

☐ Screen Activity ⓘ (20%) -44 5

AI AGENT

☐ AI Positive Rating ⓘ (13%) -70 30

☐ AI Execution Quality ⓘ (11%) -8 62

MIXED

☐ Handoff Quality ⓘ (11%) +0 70

☐ Service Level ⓘ (8%) -10 46

● Strong (75+) ● Fair (55-74) ● Critical (<55)

14-Day CX Performance Trend

Last 14 days — daily averages



AI Insight Critical Event Detected

A critical CX score drop of 29 points was identified by Screen Intelligence on Feb 10, causing a sustained degradation that has not returned to baseline. The sharpest single-day decline on record for cross-carrier rebookings — driven primarily by a fare-class carryover error repeating across specialists without Real-Time Copilot active. Escalation volume spiked immediately after. Immediate action on the 3 recovery tasks above is required.

Agentic Experience Optimization



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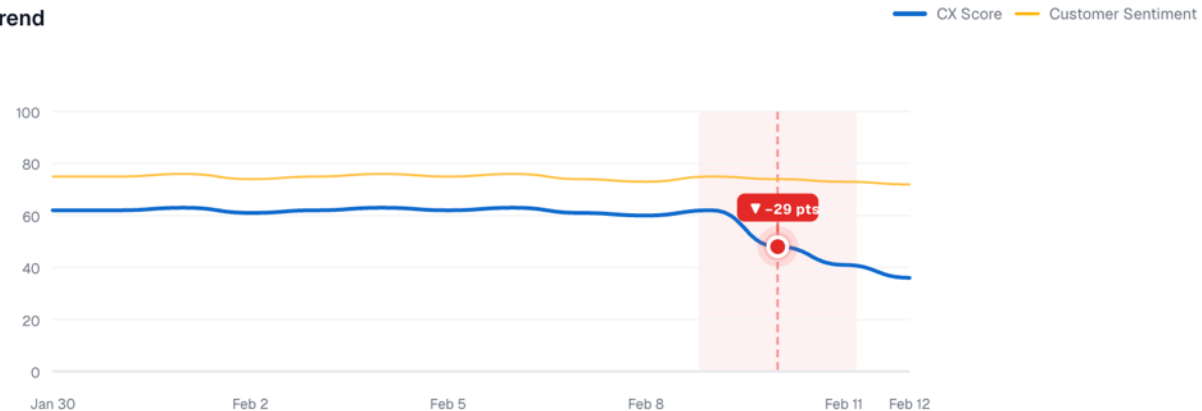
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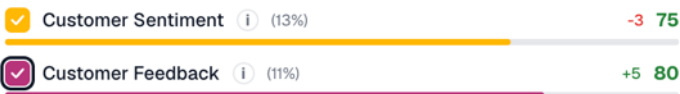


CX Score

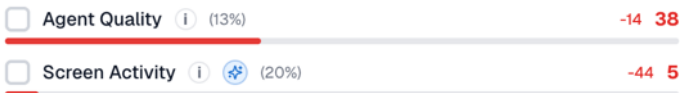
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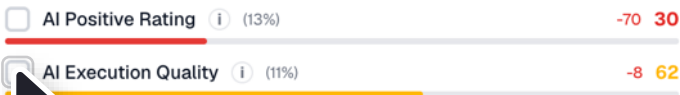
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AGENT



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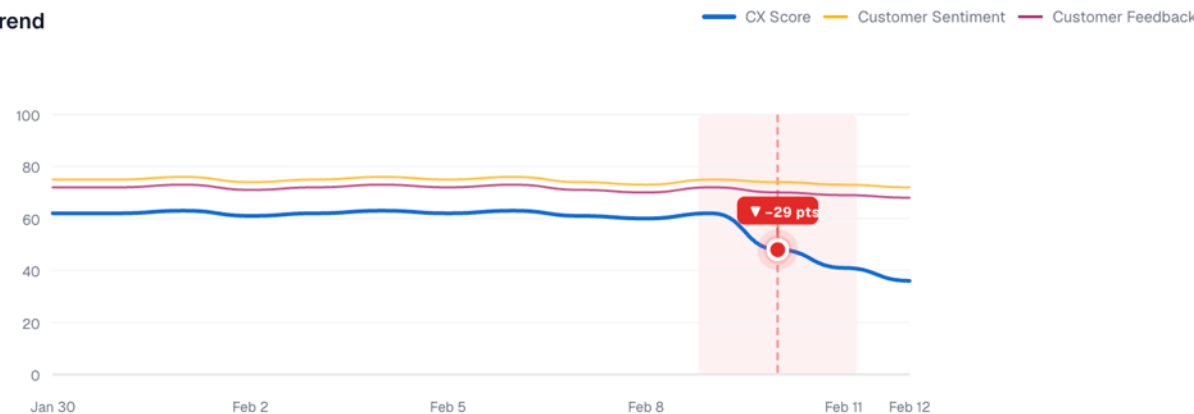
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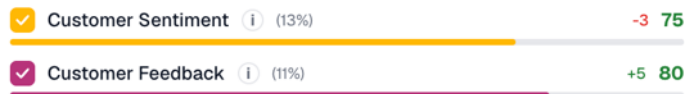


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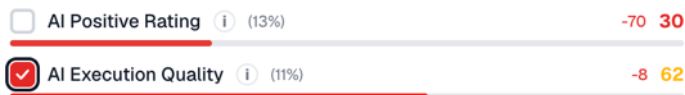
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AGENT



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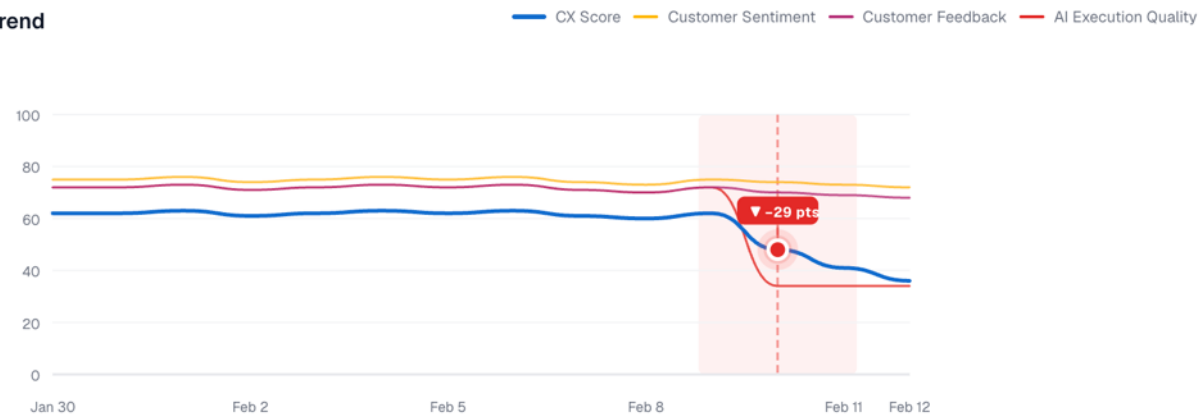
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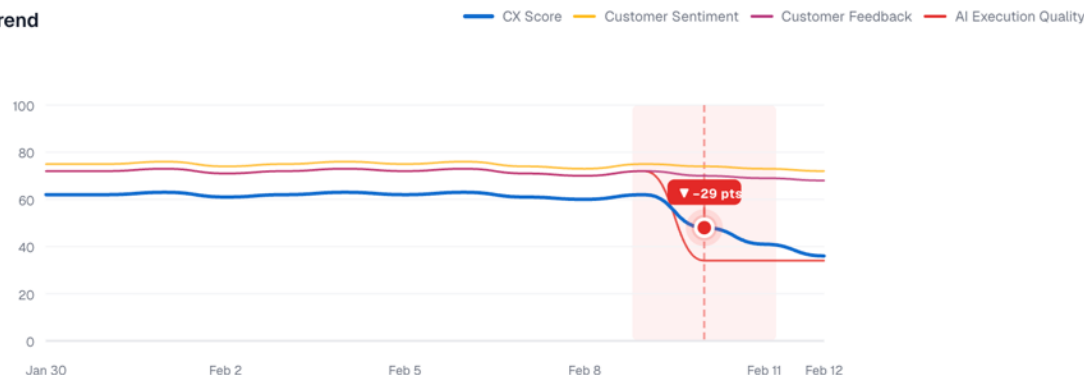
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Agentic Experience Optimization

Summary

Intents



Channel Performance

Summary Breakdown

AI Only

Containment rate

6,353

10% of volume

Human Only

Agent-handled

6,989

11% of volume

Handover

AI → Human

50,192

79% of volume

Total

All channels

63,534

Process Flow

FLOW 1: AI SELF-SERVICE REBOOKING

Disruption Detected

AI agent identifies affected traveler

Itinerary Rebuild

AI reroutes flight, hotel & transport

Partner Confirmation

Booking submitted to partner airline

Itinerary Delivered

Confirmed itinerary sent to traveler

OR

FLOW 2: AI → SPECIALIST ESCALATION (PREMIUM & COMPLEX)

Policy Boundary Flagged

AI packages context and escalates

Context Assembled

Full traveler profile + options ready

Specialist Review

Agent reviews, authorizes exception

AI Resumes

Completes booking post-authorization

Amenity Coordination

Lounge, hotel, transport confirmed

Disruption Handling

14,230 interactions

Recommended for you

 Sarah Miller
Feb 10, 2026 11:36 AM

 Sophia Wilson
Feb 10, 2026 10:01 AM

 Amelia Davis
Feb 10, 2026 9:52 AM

 Noah Brown
Feb 10, 2026 9:41 AM

 Olivia Smith
Feb 10, 2026 9:36 AM

 Search anything in this video

Voyager — Agent Desktop

Interactions > VOY-2847391 > Waiver Request

Courtesy Fare Waiver — Upgrade Fee

Complete and submit this form to process the waiver in the system. Verbal confirmation alone does not constitute a waiver.

Booking Reference: VOY-2847391 | Traveler Name: Alex Chen

Route: MSP → LHR → FCO, 10 Feb 2026 | Original Upgrade Fee: \$340.00

Waiver Type: Select waiver type | Disruption Event: Minneapolis Winter Storm — Feb 10, 2026

Waiver Reason: Describe the reason for waiving the fee...

Authorization Level: Agent Self-Authorization (≤\$500)

Internal Notes: Additional context for QA / audit trail...

This waiver will be logged to the interaction record and sent to billing.

Cancel Submit Waiver

Live Transcript

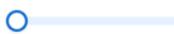
[01:01] AGENT: "Thank you for calling Voyager, this is Sarah. I can see your booking — you're on the Minneapolis to Rome routing, is that right?"

 Sentiment

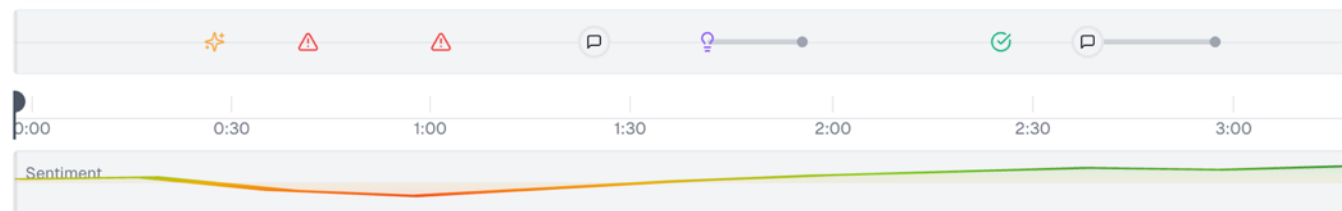
 Speakers

 Chapters

 Topics

Zoom 

Marker types 



View All...

Contextual Details

Transcript

AI Reasoning

Annotations

Search transcript...

Customer 0:00
So just to make sure I've got it — I'm on the London Heathrow routing, arriving Rome Monday afternoon?

Customer 0:10
And the lounge access in London is sorted too?

Agent 0:20
Yes — both are locked in. One quick thing before I send your confirmation, though.

Customer 0:34
Okay — what's up?

Customer 0:44
Nothing wrong with the routing, I hope?

Agent 1:04
Routing's perfect. The system just flagged the fare class on the partner airline segment — it's a quirk of cross-carrier upgrades, the original class carries over when it shouldn't. I'm correcting it now.

Customer 1:27
Would that have been a problem at the airport?

Agent 1:47

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14,230 interactions

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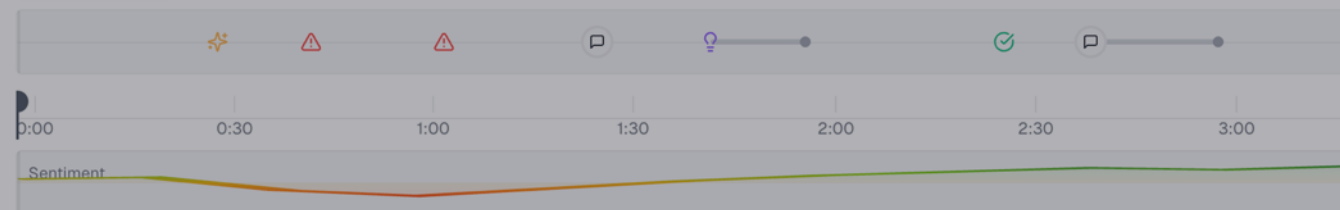
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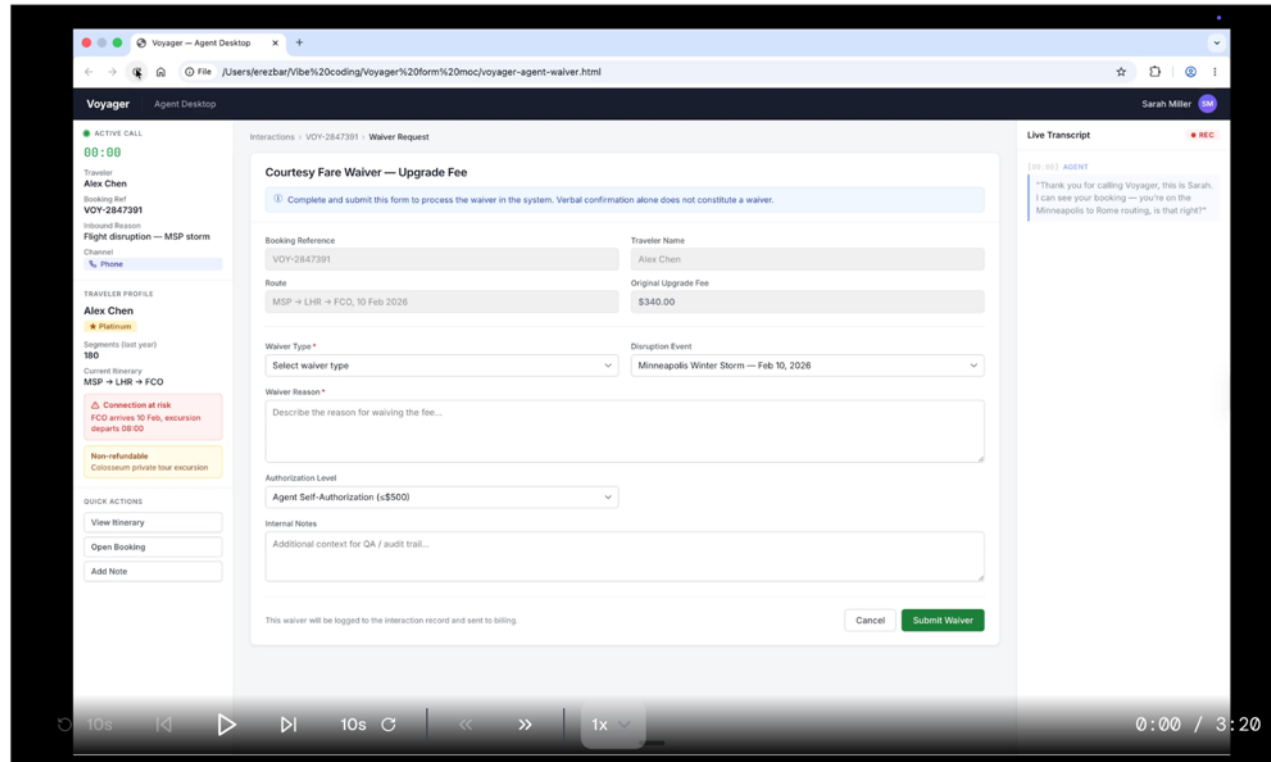
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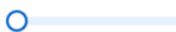
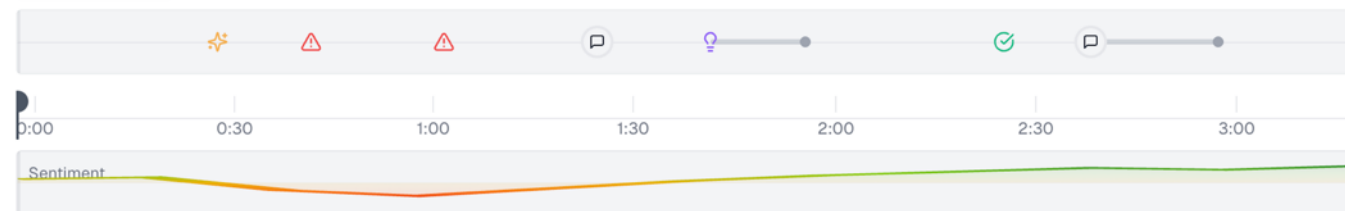
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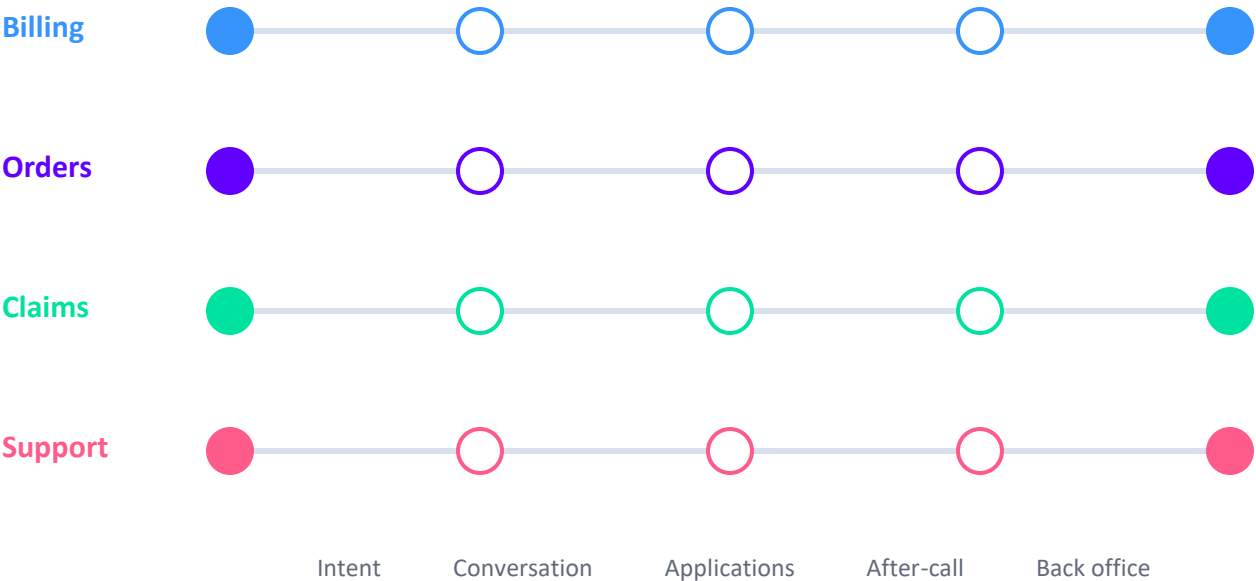
Process Intelligence

Create a
NiCE..
world 

Contact centers cannot improve what they cannot fully see

Hundreds of recurring processes run across interactions, applications, after-call work, and back-office teams.

Recurring work across the contact center



What is actually happening inside each process?

- Which execution path works best?
- Where do time and effort accumulate?
- What should be improved or automated?

Improvement and automation decisions still rely on samples and assumptions.

Process discovery cannot keep pace with the volume of work

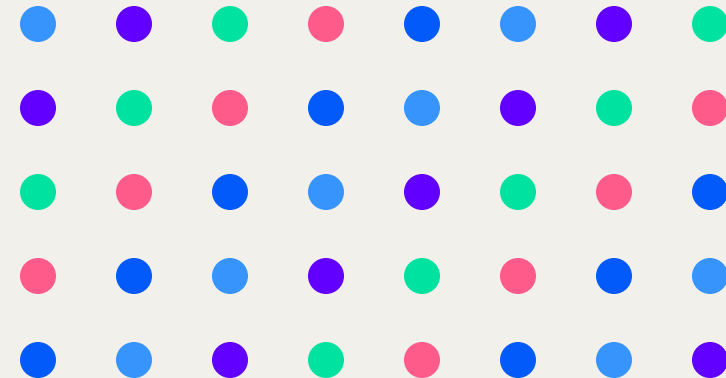
Analysts can study a process in depth, but only across a small sample.

Analyst-led discovery

- 1 Interview**
Supervisors and agents describe how work should happen.
- 2 Observe a sample**
The analyst watches a limited group complete the process.
- 3 Document opportunities**
The findings become candidates for process change or automation.

Useful insight. Limited coverage.

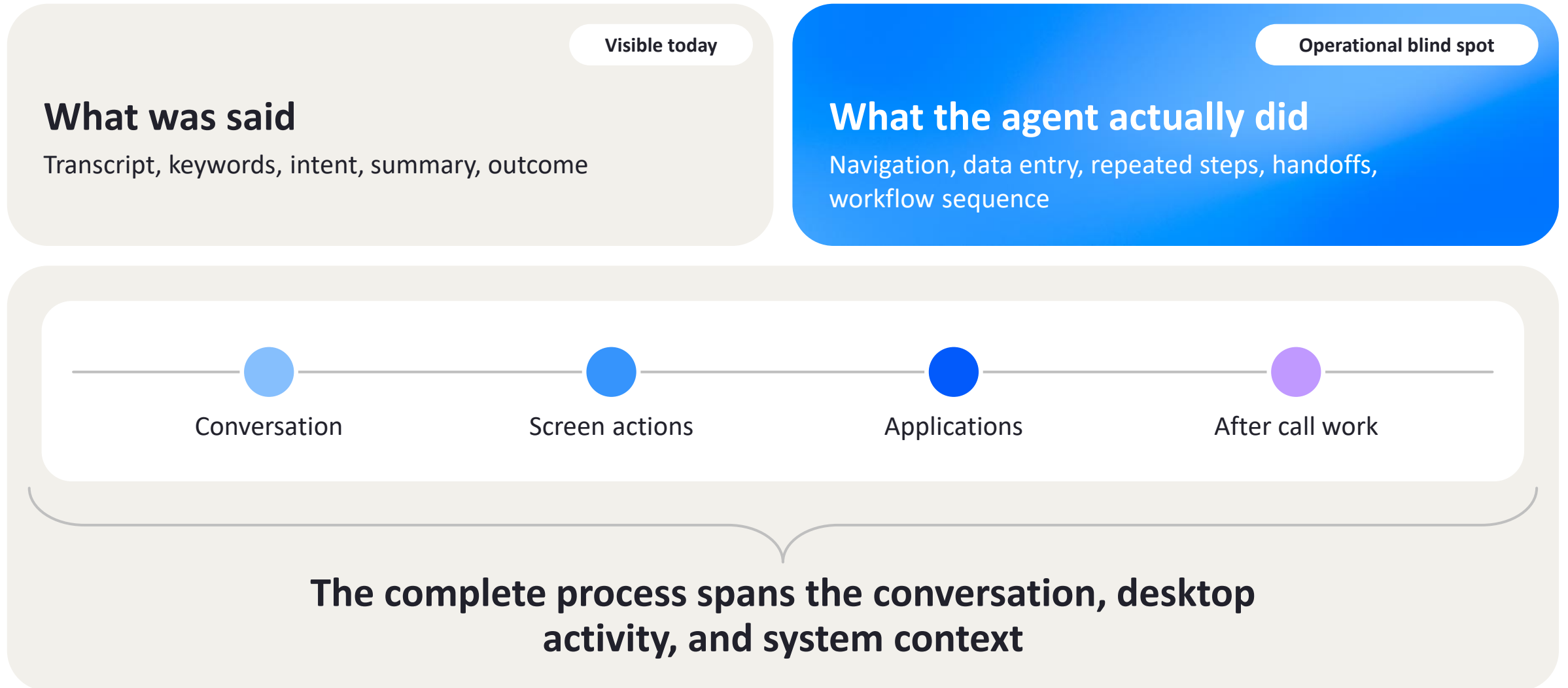
Hundreds of recurring processes



Small observed sample

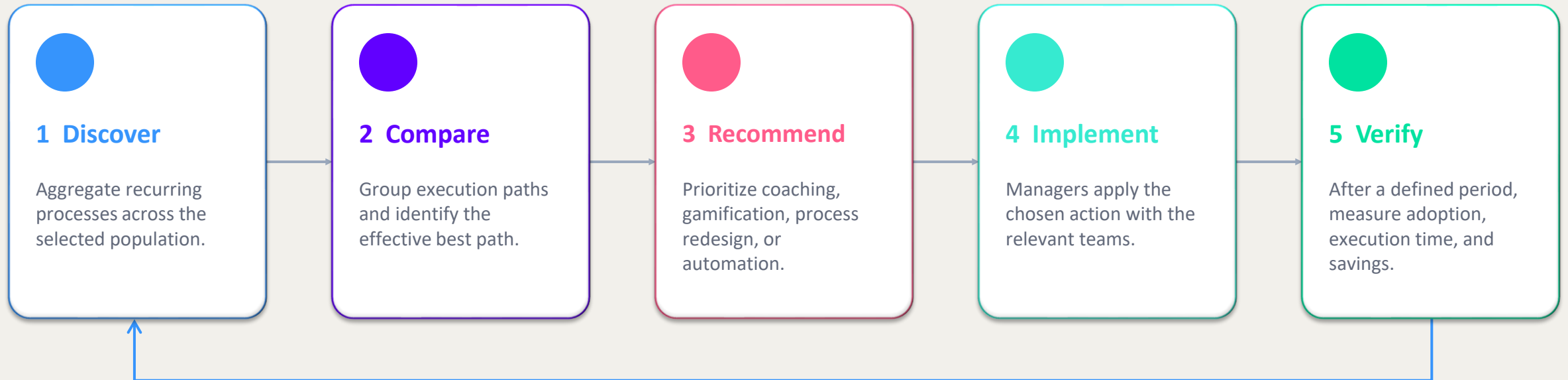


Most organizations still see only part of the process



Process Intelligence makes improvement repeatable

A periodic or on-demand manager overview moves from discovery to action, then verifies what changed.



Tracking whether the recommended action changed how work is actually performed.

Periodic manager workflow

The same customer intent reveals different execution paths

One recurring process • many agents • actual desktop execution

Best path

Shortest effective route



Meets the required outcome with fewer steps and the shortest execution time.

Candidate team standard

Existing path

Correct, but takes longer



Agents follow the defined process, yet repeated steps or handoffs add time and effort.

Efficiency opportunity

Path deviation

The route is not followed consistently



Required steps are skipped, repeated, or reordered, creating quality or compliance risk.

Consistency opportunity

The finding is a process execution pattern, not a daily employee score.

Match each execution group to the right action

Standardize

Best path

- Document the best path
- Share it as a team standard
- Recognize strong execution

Accelerate

Existing path

- Use coaching for faster execution
- Set gamification for acceleration
- Automate selected steps

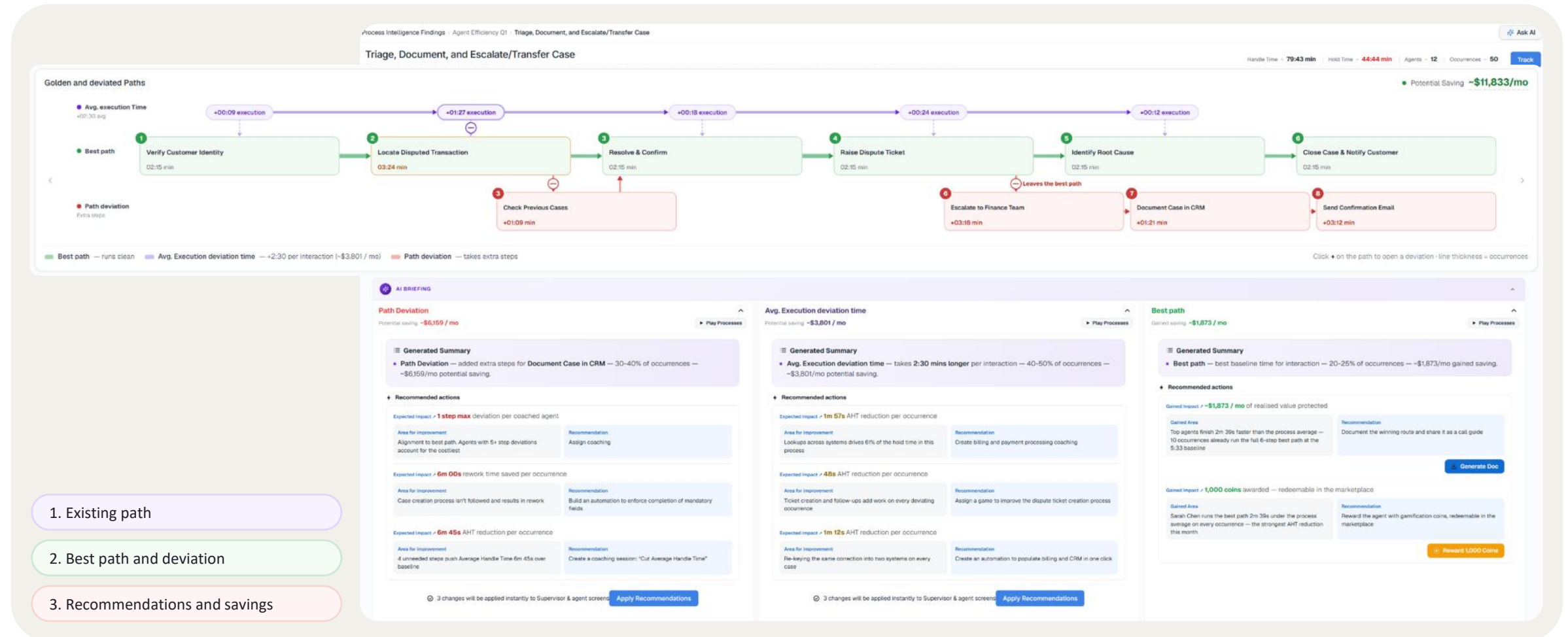
Correct

Path deviation

- Assign focused coaching for best path
- Set gamification for the right execution
- Implement real-time guidance with copilot

Every recommendation includes potential savings and becomes a hypothesis to verify in the next review cycle.

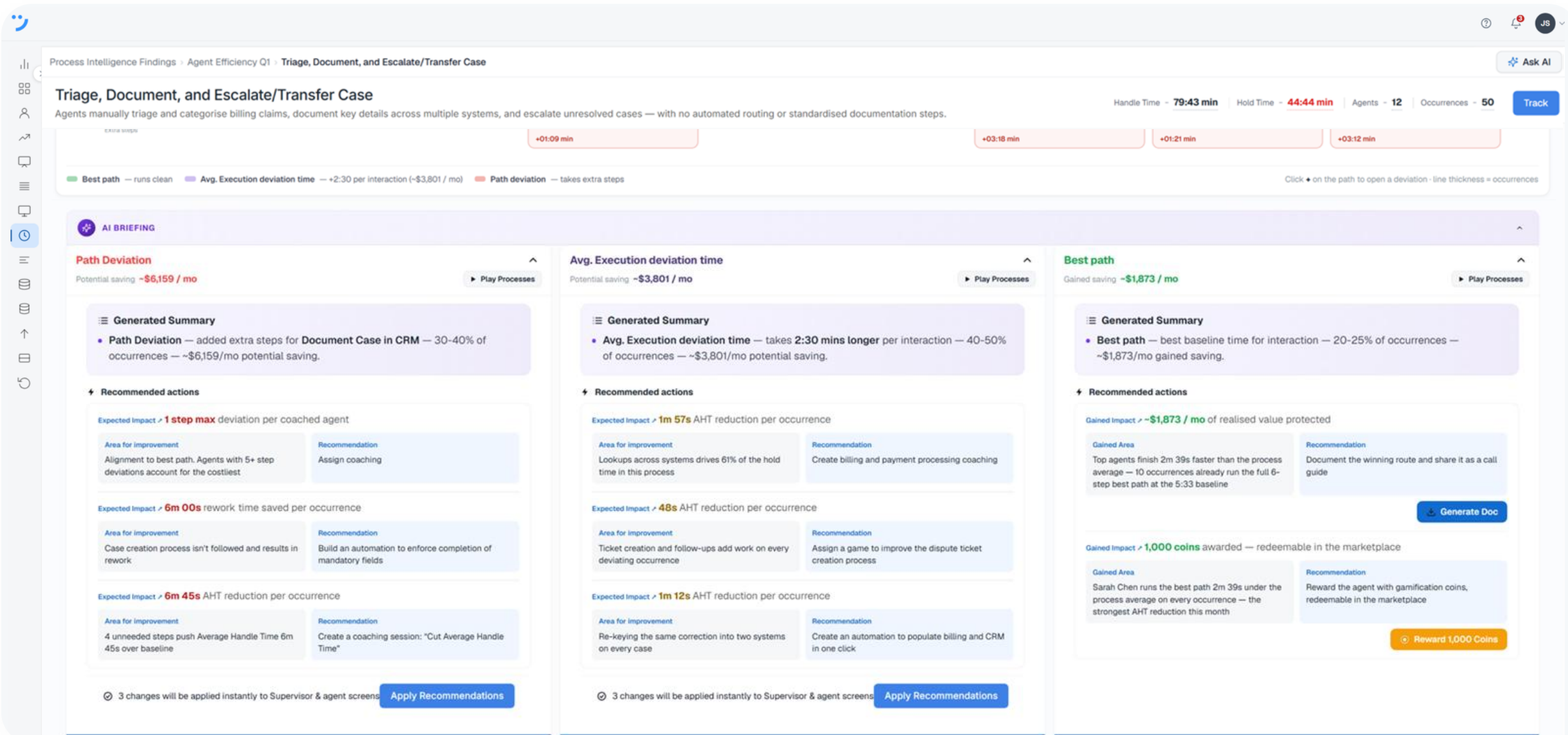
Current process, best path, deviations and recommendations in one dashboard



1. Existing path

2. Best path and deviation

3. Recommendations and savings



Process Intelligence Findings > Agent Efficiency Q1 > Triage, Document, and Escalate/Transfer Case

Triage, Document, and Escalate/Transfer Case

Agents manually triage and categorise billing claims, document key details across multiple systems, and escalate

Best path — runs clean

Avg. Execution deviation time — +2:30 per interaction (~\$3,801 / mo)

Path deviation —

AI BRIEFING

Path Deviation

Potential saving ~\$6,159 / mo

Play Processes

Generated Summary

Path Deviation — added extra steps for Document Case in CRM — 30-40% of occurrences — ~\$6,159/mo potential saving.

Recommended actions

Expected Impact > 1 step max deviation per coached agent

Area for improvement

Alignment to best path. Agents with 5+ step deviations account for the costliest

Recommendation

Assign coaching

Expected Impact > 6m 00s rework time saved per occurrence

Area for improvement

Case creation process isn't followed and results in rework

Recommendation

Build an automation to enforce completion of mandatory fields

Expected Impact > 6m 45s AHT reduction per occurrence

Area for improvement

4 unneeded steps push Average Handle Time 6m 45s over baseline

Recommendation

Create a coaching session: "Cut Average Handle Time"

3 changes will be applied instantly to Supervisor & agent screens

Apply Recommendations

AI Recommendation

Apply All Recommendations

Recommendations

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Expected Impact > 1 step max deviation per coached agent

Build an automation to enforce completion of mandatory fields

Expected Impact > 6m 00s rework time saved per occurrence

Create a coaching session: "Cut Average Handle Time"

Expected Impact > 6m 45s AHT reduction per occurrence

DELEGATE TO

SS

Sarah Smith

Supervisor - Refund Processing Team

LR

Lisa Ramos

Supervisor - Tier 2 Resolution Team

JP

James Patel

AI Center of Excellence

Estimated saving: ~\$6,159 / mo

Cancel

Apply

Handle Time ~ 79:43 min

Hold Time ~ 44:44 min

Agents ~ 12

Occurrences ~ 50

Track

Best path

Gained saving ~\$1,873 / mo

Play Processes

Generated Summary

Best path — best baseline time for interaction — 20-25% of occurrences — ~\$1,873/mo gained saving.

Recommended actions

Gained Impact > ~\$1,873 / mo of realised value protected

Gained Area

Top agents finish 2m 39s faster than the process average — 10 occurrences already run the full 6-step best path at the 5:33 baseline

Recommendation

Document the winning route and share it as a call guide

Generate Doc

Gained Impact > 1,000 coins awarded — redeemable in the marketplace

Gained Area

Sarah Chen runs the best path 2m 39s under the process average on every occurrence — the strongest AHT reduction this month

Recommendation

Reward the agent with gamification coins, redeemable in the marketplace

Reward 1,000 Coins

79

NICE

Process Intelligence Findings > Agent Efficiency Q1 > Triage, Document, and Escalate/Transfer Case

Triage, Document, and Escalate/Transfer Case

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AI Recommendation

Apply All Recommendations

Recommendations

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Expected Impact > 1 step max deviation per coached agent

☐ Build an automation to enforce completion of mandatory fields

Expected Impact > 6m 00s rework time saved per occurrence

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Reward 1,000 Coins

3 changes will be applied instantly to Supervisor & agent screens

Apply Recommendations

Supervisor

Explore / Opportunities

Home

Active Contacts

334

+101 · last 30m

Contacts in Queue

88

+58 · last 30m

AI → Human Handover

24%

16% above target

SLA

76%

9% below target

Customer Sentiment

68 negative

48 above target

AHT

8m 22s

4m 02s above target

Agent State Distribution

av: 15 · wo: 68 · un: 29 · lo: 11

FCR / Containment

71% overall

9% below target

Time period: Last 30 days

Team: All teams

Sort by: Urgency

10

All opportunities

11

Coaching

2

Recognition

2

Burnout risks

1

AI rebalancing

1

State Adherence

AI Recommendations

View all recommendations

ED

Emma Davis

Average Handling Time · 4.30 Min · 50%

AHT up 50% MoM. Root cause: not clarifying the customer's request before investigating — generating unnecessary hold and transfer activity.

Feb 2025 (2.15 Min) → Mar 2025 (4.30 Min)

Hide details

BEHAVIOUR

Limited product knowledge and inconsistent closing summaries. Agent provides basic but not detailed solutions, and often ends interactions without a clear summary or next steps.

ACTION ITEMS

→ Conduct a 1:1 to role-play detailed product explanations and proper closing techniques.

→ Review flagged interactions together to pinpoint specific moments for improvement.

INTERACTIONS

Int-01

Int-02

Int-03

Int-04

Int-05

Int-06

Int-07

Int-08

Int-09

Int-10

Remind Me Later

Create Coaching

PS

Patrik Smart

Average Handling Time · 5 Min · 50%

AHT at 5 min. Excessive hold usage — avg 3 holds per call. Failure to signpost holds and not confirming resolution before close.

Feb 2025 (3.29 Min) → Mar 2025 (5.00 Min)

View details

82

NiCE

Supervisor

Explore / Opportunities

KPIs: Home

Active Contacts334
+101 · last 30m

Contacts in Queue88
+58 · last 30m

AI → Human Handover24%
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SLA76%
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Feb 2025 (2.15 Min) → Mar 2025 (4.30 Min)

Hide details

BEHAVIOUR
Limited product knowledge and inconsistent closing summaries. Agent provides basic but not detailed solutions, and does not follow up on customer issues.

ACTION ITEMS
→ Conduct a 1:1 to role-play detailed product explanations and proper closing techniques.
→ Review flagged interactions together to pinpoint specific moments for improvement.

INTERACTIONS
Int-01 Int-02 Int-03 Int-04 Int-05 Int-06 Int-07 Int-08

PSPatrik Smart
Average Handling Time - 5 Min ~ 50%
AHT at 5 min. Excessive hold usage — avg 3 holds per call. Failure to signpost holds and not confirming resolution before close.
Feb 2025 (3.29 Min) → Mar 2025 (5.00 Min)

View details

Remind Me Later

Create Coaching

Coaching Manager / New Session

Create Coaching Session

Session Details

AGENT	METRIC	VALUE	TREND	PERIOD
Emma Davis	Average Handle Time	4.30 Min	50%	Feb 2025 (2.15 Min) → Mar 2025 (4.30 Min)

SESSION NAME *
Average Handle Time Coaching – Emma Davis

COACHING TYPE *
Select coaching type

FOCUS AREA *
AHT

BEHAVIOR *
Closing Summary

ACKNOWLEDGMENT DUE DATE
Select date

OBJECTIVE *
Coach Emma Davis on reducing Average Handle Time by improving call structure and closing techniques. Current AHT is 4.30 Min (~50%). Focus on concise greetings, efficient issue identification, and clear closing summaries with confirmed next steps. Action items: (1) Role-play proper closing techniques in next one-on-one. (2) Schedule a product knowledge refresher to reduce handling time caused by information gaps.

Coach Details

COACH NAME *
Coaching Simulator

Supervisor

Explore / Opportunities

KPIs: Home

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Int-08

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View details

Remind Me Later

Create Coaching

Coaching Manager / New Session

Create Coaching Session

Close

Save as Draft

Session Details

AGENT	METRIC	VALUE	TREND	PERIOD
Emma Davis	Average Handle Time	4.30 Min	50%	Feb 2025 (2.15 Min) → Mar 2025 (4.30 Min)

SESSION NAME *
Average Handle Time Coaching – Emma Davis

COACHING TYPE *
Select coaching type

1:1
AI Coaching

FOCUS AREA *
AHT

BEHAVIOR *
Closing Summary

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Coach Details

COACH NAME *
Coaching Simulator

84

NiCE

Supervisor

Explore / Opportunities

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Coaching Manager / New Session

Create Coaching Session

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Average Handle Time Coaching – Emma Davis

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Select coaching type
1:1
AI Coaching

FOCUS AREA *
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BEHAVIOR *
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Coaching Simulator

85

NiCE

Supervisor

Explore / Opportunities

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Remind Me Later

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Coaching Manager / New Session

Create Coaching Session

Close

Save as Draft

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Average Handle Time Coaching – Emma Davis

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AI Coaching

FOCUS AREA *
AHT

BEHAVIOR *
Closing Summary

ACKNOWLEDGMENT DUE DATE
Select date

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Coach Details

COACH NAME *
Coaching Simulator

86

NiCE

My Zone

My Profile

Dashboard

My Schedule

Schedule Requests

Shift Bidding

Coaching Sessions

Marketplace

My Zone / Coaching Sessions

Request Coaching

Coaching SessionsCoaching Requests

11 sessions

Search focus areas

Last 30 days

Completed 6Scheduled 0Overdue 3Pending 2

FOCUS AREA	METRIC	COACHING TYPE	COACH NAME	COACHING DATE	STATUS	SCORE	GRADE	# ATTEMPTS	SCHEDULE
Quality Score	Quality %	AI Coaching	Coaching Simulator	Sep 09, 2026	Pending	—	—	—	Attempt
Average Handle Time	AHT	AI Coaching	Coaching Simulator	Jun 09, 2026	Pending	—	—	—	Attempt
Average Handle Time	AHT	AI Coaching	Coaching Simulator	Sep 06, 2026	Completed	65	Needs Improvement	4	Results
Customer Satisfaction	CSAT %	AI Coaching	Coaching Simulator	Sep 05, 2026	Completed	84	Good	5	Results
Quality Score	Quality %	AI Coaching	Coaching Simulator	Sep 04, 2026	Completed	71	Needs Improvement	2	Results
Average Handle Time	AHT	AI Coaching	Coaching Simulator	Sep 01, 2026	Completed	76	Good	3	Results
First Call Resolution	FCR %	AI Coaching	Coaching Simulator	Aug 31, 2026	Completed	78	Good	3	Results
First Call Resolution	FCR %	AI Coaching	Coaching Simulator	Aug 30, 2026	Completed	88	Excellent	5	Results
Refund Processing	CSAT	AI Coaching	Coaching Simulator	Aug 27, 2026	Overdue	—	—	—	Attempt
Evaluation Score	Eval Score	AI Coaching	Coaching Simulator	Aug 23, 2026	Overdue	—	—	—	Attempt
Customer Satisfaction	CSAT %	AI Coaching	Coaching Simulator	Aug 20, 2026	Overdue	—	—	—	Attempt

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My Zone / Coaching Sessions

Coaching Sessions

Coaching Requests

11 sessions

Search focus areas

Completed 6

Scheduled 0

Overdue 3

Perf 0

FOCUS AREA	METRIC	COACHING TYPE
Quality Score	Quality %	AI Coaching
Average Handle Time	AHT	AI Coaching
Average Handle Time	AHT	AI Coaching
Customer Satisfaction	CSAT %	AI Coaching
Quality Score	Quality %	AI Coaching
Average Handle Time	AHT	AI Coaching
First Call Resolution	FCR %	AI Coaching
First Call Resolution	FCR %	AI Coaching
Refund Processing	CSAT	AI Coaching
Evaluation Score	Eval Score	AI Coaching
Customer Satisfaction	CSAT %	AI Coaching

AHT Improvement Coaching

Review the simulation before you begin

SIMULATION DETAILS

AVERAGE HANDLE TIME

AHT Improvement Coaching

Chat

Assigned by Sarah Mitchell

0 attempts

COACHING CONTEXT

CSAT score dropped to 72% this month against an 85% target. Focus on empathy, ownership and proactive resolution.

YOUR SITUATION

Olivia Jones is a premium subscriber who has contacted support three times this month. Each time she was told her issue — intermittent access to her account dashboard — would be fixed within 24 hours. It has now been 9 days. She is polite but clearly at her limit and considering cancelling.

BEHAVIORS BEING EVALUATED

Empathy acknowledgment

Ownership of issue

Proactive follow-up

Setting clear expectations

⚠️ Ground Rules: You are the agent. The AI plays the customer. Max 6 turns. No hints. Stay in character.

Close

Start Simulation

Request Coaching

Last 30 days

GRADE	# ATTEMPTS	SCHEDULE
—	—	Attempt
—	—	Attempt
Needs Improvement	4	Results
Good	5	Results
Needs Improvement	2	Results
Good	3	Results
Good	3	Results
Excellent	5	Results
—	—	Attempt
—	—	Attempt
—	—	Attempt

88

NiCE

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11 sessions

Search focus areas

Completed 6

Scheduled 0

Overdue 3

Pe

FOCUS AREA	METRIC	COACHING TYPE
Quality Score	Quality %	AI Coaching
Average Handle Time	AHT	AI Coaching
Average Handle Time	AHT	AI Coaching
Customer Satisfaction	CSAT %	AI Coaching
Quality Score	Quality %	AI Coaching
Average Handle Time	AHT	AI Coaching
First Call Resolution	FCR %	AI Coaching
First Call Resolution	FCR %	AI Coaching
Refund Processing	CSAT	AI Coaching
Evaluation Score	Eval Score	AI Coaching
Customer Satisfaction	CSAT %	AI Coaching

AHT Improvement Coaching

Agent simulation — complete all turns

AGENT SIMULATION

Olivia Jones

Frustrated

Live Chat - AHT Improvement Coaching

Turn 0 / 6

SCENARIO BRIEF

Frustrated

Intermediate

Chat

Olivia Jones is a premium subscriber who has contacted support three times this month. Each time she was told her issue — intermittent access to her account dashboard — would be fixed within 24 hours. It has now been 9 days. She is polite but clearly at her limit and considering cancelling.

Empathy acknowledgment

Ownership of issue

Proactive follow-up

Setting clear expectations

Hi, I've been having issues accessing my account dashboard for over a week now, and I've already contacted support three times and been told it would be fixed within 24 hours -- but it's still not working.

11:10

Hi Olivia, thank you for reaching out -- and I'm truly sorry for what you've been through. Being told three times that something would be fixed in 24 hours, and still facing the same issue 9 days later, is completely unacceptable. I won't make that same promise without being certain I can keep it. I'm Emma, and I'm personally taking ownership of your case right now. I've reviewed your full history -- I'm not starting from scratch. Quick question before I escalate: are you completely unable to access the dashboard, or is it loading intermittently? This helps me flag it to the right team with the right priority.

11:11

It's intermittent -- sometimes it loads fine, but then I'll get locked out for hours at a time, which makes it impossible to rely on for my work. And honestly, Emma, I appreciate you saying that, but I've heard similar things before, so I just need to know what's actually going to be different this time.

11:12

Hi Olivia, thank you for that detail -- the intermittent nature and the morning pattern is actually really helpful and gives our technical team something specific to investigate. I'm escalating this right now as a Priority 1 ticket with these exact details: intermittent access, blank screen or timeout errors, occurring more frequently in the mornings. They'll have your full case history attached -- no re-explaining needed on your end. I'll follow up with you by tomorrow, 10 AM with a concrete update -- not a "we're working on it," but an actual status with next steps. If anything changes before then, I'll reach out proactively. I hear you, Olivia -- and I understand why trust is hard to give right now after 9 days of this. All I can do is show you through action, and that starts today.

11:13

Send

End

Request Coaching

Last 30 days

GRADE	# ATTEMPTS	SCHEDULE
—	—	Attempt
—	—	Attempt
Needs Improvement	4	Results
Good	5	Results
Needs Improvement	2	Results
Good	3	Results
Good	3	Results
Excellent	5	Results
—	—	Attempt
—	—	Attempt
—	—	Attempt

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Coaching Requests

11 sessions

Search focus areas

Completed 6

Scheduled 0

Overdue 3

Perf

FOCUS AREA	METRIC	COACHING TYPE
Quality Score	Quality %	AI Coaching
Average Handle Time	AHT	AI Coaching
Average Handle Time	AHT	AI Coaching
Customer Satisfaction	CSAT %	AI Coaching
Quality Score	Quality %	AI Coaching
Average Handle Time	AHT	AI Coaching
First Call Resolution	FCR %	AI Coaching
First Call Resolution	FCR %	AI Coaching
Refund Processing	CSAT	AI Coaching
Evaluation Score	Eval Score	AI Coaching
Customer Satisfaction	CSAT %	AI Coaching

AHT Improvement Coaching

Simulation Complete

RESULTS

82

Excellent

AHT Improvement Coaching

All key behaviors demonstrated effectively.

SCORE BY BEHAVIOR

Empathy acknowledgment		90
Ownership of issue		88
Proactive follow-up		80
Setting clear expectations		70

Strengths

Agent demonstrated strong empathy by validating the customer's frustration and acknowledging the systemic failure, which helped rebuild trust early in the interaction.

Agent took clear personal ownership by referencing the ticket number, flagging a priority escalation, and committing to follow up directly rather than routing to a queue.

Agent committed to a specific follow-up time (10 AM) and offered to reach out proactively if anything changed before then.

Improve On

The agent gave inconsistent follow-up deadlines in one message -- citing 10 AM in one place but omitting it in the closing turn. Precision in closing statements matters.

COACH'S TIP

Your empathy and ownership in this simulation were excellent -- this is the standard to maintain. The one area to sharpen is precision in closing statements: always confirm the exact follow-up time and your direct contact detail in the final message. A customer who has waited 9 days needs to leave the conversation with a concrete, unambiguous commitment.

HOW TO IMPROVE

Targeted coaching for your lower-scoring behaviours

Setting clear expectations

Focus on one specific behaviour from this interaction to improve next time. Small targeted adjustments compound quickly.

Retry

Replay

Request Coaching

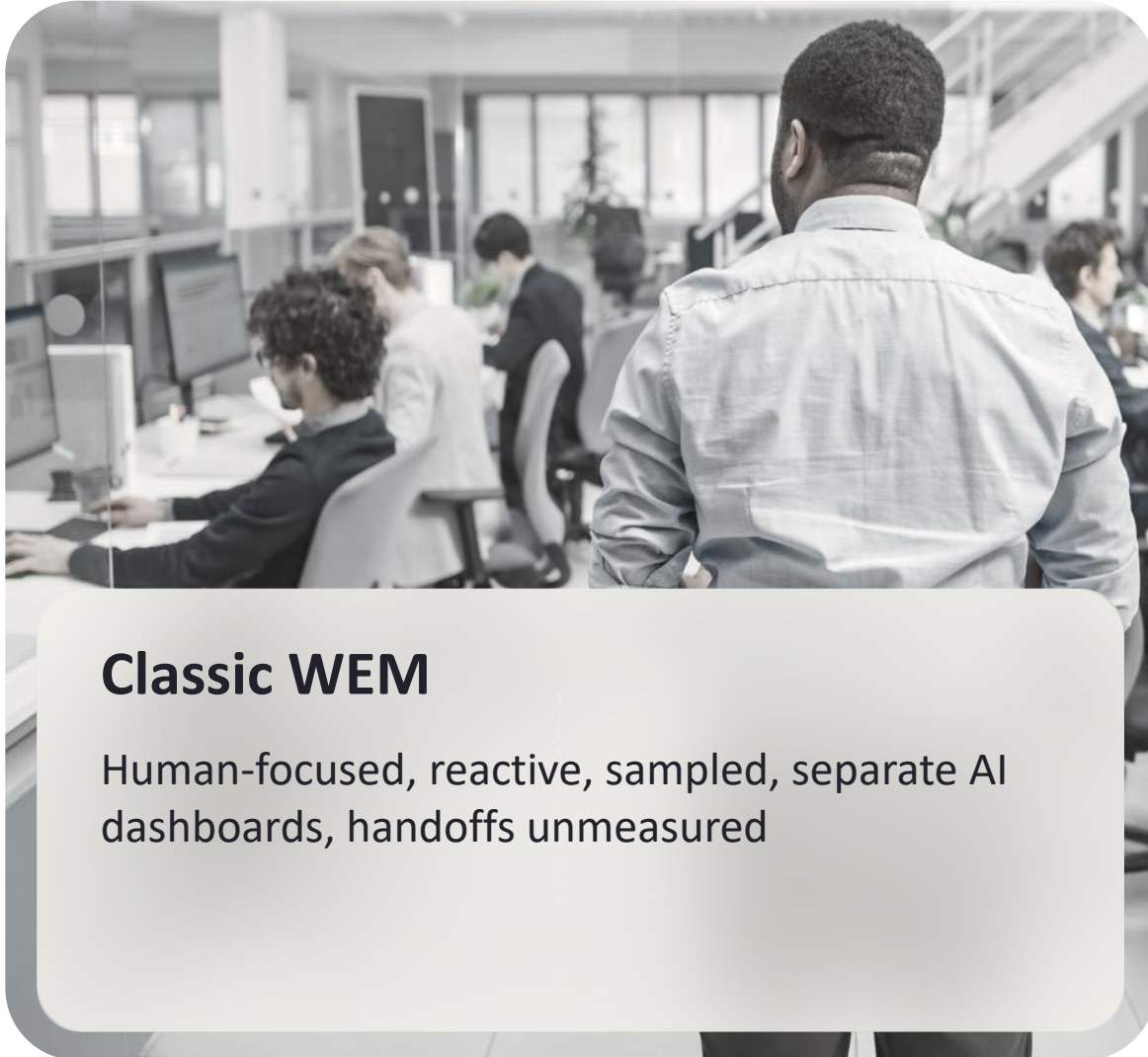
Close

Request Coaching

Last 30 days

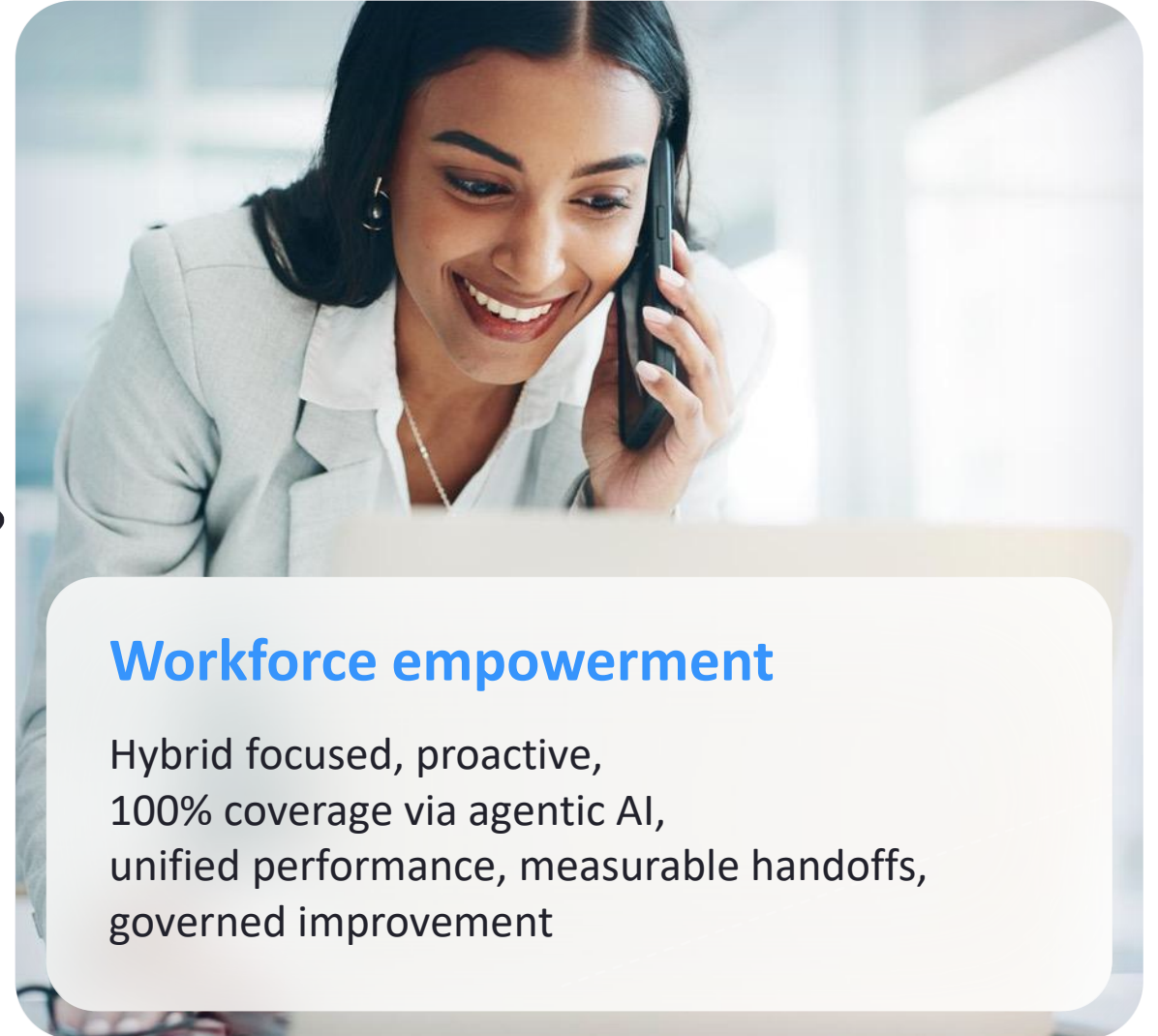
GRADE	# ATTEMPTS	SCHEDULE
		Attempt
		Attempt
Needs Improvement	4	Results
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Good	3	Results
Good	3	Results
Excellent	5	Results
		Attempt
		Attempt
		Attempt

A new operating model for a new workforce reality



Classic WEM

Human-focused, reactive, sampled, separate AI dashboards, handoffs unmeasured



Workforce empowerment

Hybrid focused, proactive, 100% coverage via agentic AI, unified performance, measurable handoffs, governed improvement