



# NICE CXone Bot Builder

Makes it a snap for anyone to build a bot

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NICE CXone Bot Builder takes the cost and complexity out of adopting digital self-service with an easier way to create omnichannel conversational AI bots that understand context, find answers, and deliver the best possible automated experience.

Rapidly build, test, and maintain conversational AI bots for faster self-service and better CX on digital and social channels—no coding required. As part of CXone, Bot Builder ensures a continuous contact flow, including seamless full-context elevation from bot to agent (so customers never start over). Bot Builder natively integrates across the CXone platform—knowledge management, self-service, routing, reporting, tenant/user management, and more—providing a one-of-a-kind unified experience for your customer service operation.

## SIMPLY SMARTER CONVERSATIONS

*Boost CX with AI.*

- **Build conversational bots** that understand context, can hold a meaningful conversation, and engage with a variety of responses to resolve issues and provide the best conversation experience possible.
- **Ensure a continuous contact flow** with seamless transfer to agent with full context, so customers never start over if they switch to live assistance.
- **No more waiting for an agent.** Automate routine requests typically requiring human assistance—such as looking up inquiries (balances, rewards) or making status requests (orders, claims).

## NO-CODE DIY BOTS

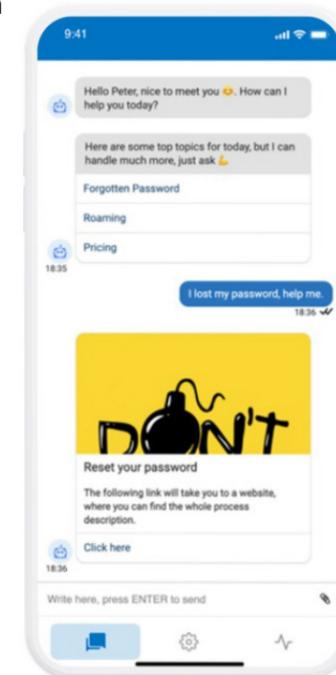
*Build smarter bots faster.*

- Easy to use WYSIWYG interface—no coding skills required. Drag-and-drop features simplify the end-to-end process of customizing your own conversational bot for digital and social channels
- Leverage machine learning capabilities that improve intent recognition—making your AI-powered bot smarter with time and use
- Incorporate multimedia (image, video, audio, etc.) for Chat, Facebook Messenger, WhatsApp, Apple Business Chat, and more

## INNOVATION THAT FUELS EFFICIENCY

*Drive and expand operational capabilities.*

- Omnichannel: Build one bot for all digital channels, whether it's SMS Chat, messaging (Messenger, WhatsApp, Apple, Viber, Twitter, Telegram, etc.), or social (Twitter, Facebook, Instagram, YouTube, etc.).
- Serve more customers in more places: Automate first-level engagements and common requests with conversational self-service
- Reduce operational costs: Automate repetitive tasks to save time and costs associated with agent-assisted service



Boost CX with better conversations.

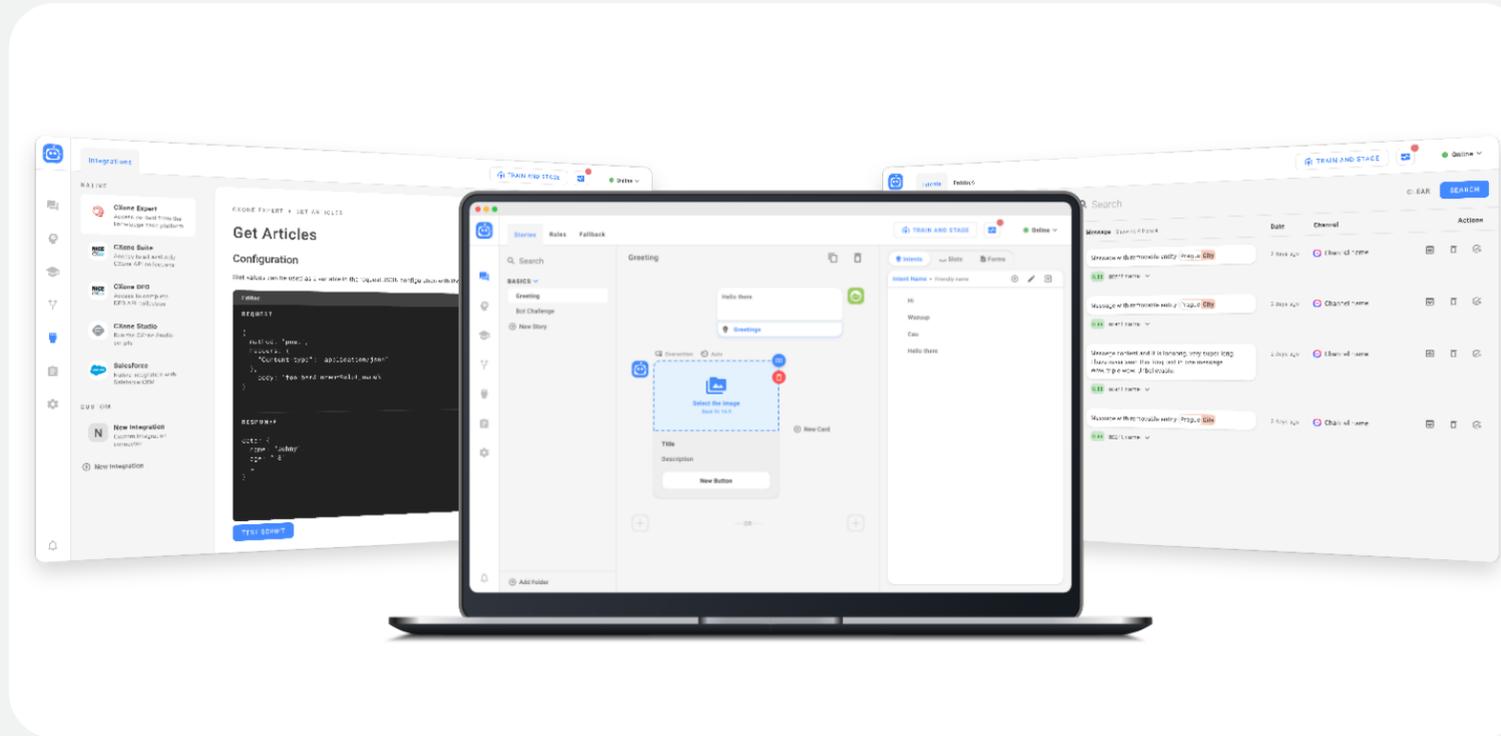
## KEY FEATURES

- Easy-to-use chatbot designer—no coding skills required
- Drag-and-drop features simplify the end-to-end process—from design to deploy
- Build AI bots with humans in mind: Train your bot to be conversational and make decisions based on customer's expressed intent (for a more natural interaction), instead of configuring static commands and complex rules
- Native to CXone: Connect bots to knowledge management, self-service, routing, reporting, tenant/user management, and more

## BENEFITS

- Save time, effort and costs: Faster development of conversational AI bots
- Boost self-service success rates: Conversational assistance that's easy to use and available around the clock
- Improve First Contact Resolution (FCR) with AI bots that get customers what they need
- Unlimited ways to customize, personalize, and expand: Integrate rich content, data sources (CRMs and more)
- Cost-contained innovation with digital self-service bots on social channels

Rapidly build, test, deploy, and maintain your own conversational AI bot—no coding required.



## 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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