

# NiCE CXone Mpower Platform

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## Solution: CXone Mpower Platform

Provider: [NiCE](#)

One AI platform to improve CX at scale. Purpose-built AI for CX at the core powers every experience on an open and flexible AI platform.

## EdgeMarket Contract Highlights

The EdgeMarket contract includes discounted pricing and favorable terms for our Edge members and EdgeMarket participants for the following NiCE solutions:

**CXone Mpower is a multi-tenant open cloud AI platform that includes:**

- Universal queue with concurrent interaction handling; common data sets and models
- Unified administration and user interfaces
- Advanced routing and no-code scripting tool to customize routing workflows
- Dedicated agent and supervisor workspaces, and
- Prebuilt data visualization dashboards and reports for all interactions.

**NiCE offers CXone Mpower via:**

- 3 Agent Packages (#1 – 3 below)
- 4 Suite Packages (#4 – 7 below)

### # Service

#### CXone Mpower Digital Agent

Description:

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- Digital experience routing and a unified agent and supervisor workspace
- 30+ digital channels, including chat, email, SMS, social media, and more
- Digital interaction recording and storage

## # Service

### **CXone Mpower Voice Agent**

Description:

- Automatic Call Distributor (ACD) and Interactive Voice Response (IVR)
- 2 • Integrated softphone
- Call routing and a unified agent workspace
- Supervisor real-time voice monitoring and streamlined workflows to manage agents
- Workflow Automation
- Voice interaction recording and storage

### **CXone Mpower Omnichannel Agent**

Includes both Digital and Voice Agent plus:

- 3 • Omnichannel blended routing and a unified agent workspace
- Supervisor real-time omnichannel monitoring and streamlined workflows to manage agents
- Omnichannel interaction recording - capture, storage, search and playback

### **CXone Mpower Essential Suite**

Includes Omnichannel Agent plus:

- 4 • Quality management, including evaluations, automated interactions distribution, coaching,
- calibrations, appeals and self-assessment
- Screen recording for all types of interactions

### **CXone Mpower Core Suite**

Includes Essential Suite plus:

- 5 • Workforce management with patented omnichannel AI-driven forecasting and scheduling and a mobile scheduling app with auto-approval
- Performance Management with enhanced performance visualization, adherence and time utilization insights, and a 360° view of agent KPIs, metrics and trends

## # Service

### CXone Mpower Complete Suite

Includes Core Suite plus:

- 6
- AI-driven omnichannel analytics across 100% of voice and digital interactions
  - Analyze, filter and search by intents, actions, and outcomes to uncover trends and root causes for improved handle times, reduced repeat contacts, and process improvements.
  - Voice of Customer embedded natively in IVR and quality workflows
  - Capture and act on feedback from any channel

### CXone Mpower Ultimate Suite

Includes Complete Suite, plus:

- 7
- Augment employees with real-time recommendations, contextual knowledge, and auto-summarization.
  - Automate interactions with trusted company knowledge and conversational flows trained on your top agents.
  - Improve sentiment before, during, and after every interaction with AI Routing, AI-driven behavioral insights, automated quality, and more

**Proactive AI Agent for Higher Education** helps institutions connect with prospective students, current students and their parents or guardians, as well as alumni, through automated, AI-powered outreach. It delivers contextual conversations that guide each audience through key journeys—such as exploring academic programs, navigating enrollment, financial aid, staying on track academically, and fostering ongoing alumni engagement.

NiCE offers Proactive AI Agents by tiers:

## # Service

### Tier 1 - CXone Mpower Proactive AI Agent: 1 to 2 agents

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- Each Proactive AI Agent supports 10,000 unique individuals per year.** Pricing is tiered, based on how many agents the school needs to support enrolled students, prospective students, and/or alumni.

This tier is for schools that want to proactively engage with up to **20,000 enrolled students, prospective students, and alumni.**

## # Service

### Tier 2 - CXone Mpower Proactive AI Agent: 3 to 5 agents

Each Proactive AI Agent supports 10,000 unique individuals per year. Pricing is tiered, based on how many agents the school needs to support enrolled students, prospective students, and/or alumni.

This tier is for schools that want to proactively engage with **20,001 up to 50,000 enrolled students, prospective students, and alumni.**

### Tier 3 - CXone Mpower Proactive AI Agent: 6 to 10 agents

Each Proactive AI Agent supports 10,000 unique individuals per year. Pricing is tiered, based on how many agents the school needs to support enrolled students, prospective students, and/or alumni.

This tier is for schools that want to proactively engage with **50,001 up to 100,000 enrolled students, prospective students, and alumni.**

### Tier 4 - CXone Mpower Proactive AI Agent: 11 to 19 agents

Each Proactive AI Agent supports 10,000 unique individuals per year. Pricing is tiered, based on how many agents the school needs to support enrolled students, prospective students, and/or alumni.

This tier is for schools that want to proactively engage with **100,001 up to 190,000 enrolled students, prospective students, and alumni.**

### Tier 5 - CXone Mpower Proactive AI Agent: 20 to 29 agents

Each Proactive AI Agent supports 10,000 unique individuals per year. Pricing is tiered, based on how many agents the school needs to support enrolled students, prospective students, and/or alumni.

This tier is for schools that want to proactively engage with **190,001 up to 290,000 enrolled students, prospective students, and alumni.**

### Tier 6 - CXone Mpower Proactive AI Agent: 30+ agents

Each Proactive AI Agent supports 10,000 unique individuals per year. Pricing is tiered, based on how many agents the school needs to support enrolled students, prospective students, and/or alumni.

This tier is for schools that want to proactively engage with 290,001 and greater enrolled students, prospective students, and alumni.

### CXone Mpower Proactive AI Agent TELECOMMUNICATIONS Pack

Telecommunications packs cover transactional communications costs such as SMS, Voice, Email, Public App, Number Look-up, and other communication channels.

## # Service

### CXone Mpower Proactive AI Agent Managed/Professional Services

These services may include leading the technical design, configuration, deployment, and optimization of the CXone 15 Mpower Proactive AI Agent, while providing training, consultation, and ongoing support/monitoring.

Together, both parties collaborate across planning, design, testing, and operational phases to ensure KPI-driven, fully integrated Proactive AI Agent journeys.

## To Inquire

For more information, contact: [edgemarket@njedge.net](mailto:edgemarket@njedge.net)

## Method of Procurement

- Competitive procurement (RFP) under [EdgeMarket](#)

## Bid, Award and Contract Documents

- [Bid and Award Documents](#)
- [Access EdgeMarket Contracts](#) (A Member-Only login is required to access contracts. Learn how to [create](#) one.)

## EdgeMarket Contract Identification Number (ECIN)

The ECIN for this contract is: **269EMCPS-24-001-EM-NiCE**

When you utilize this agreement:

- Please be sure to include the ECIN all purchase orders for goods or services purchased pursuant to this contract vehicle, and ensure that the vendor include the ECIN on relevant invoices.
- Please complete the [EdgeMarket: Notice of Use of EdgeMarket Agreement](#) form.

## Vendor Contact

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