

Agentic AI by NEC

AI-powered service automation. Smarter interactions. Real outcomes.

The Challenge: Customer service is reaching its limits

Customer expectations have shifted. People want fast, seamless, and personalised service across channels, without repeating themselves or waiting in queues.

At the same time, organisations are facing rising interaction volumes, workforce pressure, fragmented systems, and the constraints of legacy contact centre models. Traditional automation tools and chatbots often fall short, creating more complexity rather than resolving it.

70% of customers expect seamless interactions across channels ¹

Up to **30%** reduction in cost-to-serve through AI-driven automation ²

¹ Source: Salesforce State of the Connected Customer

² Source: McKinsey & Company

The Solution: Agentic AI by NEC

Agentic AI, powered by NiCE Cognigy, enables organisations to deploy enterprise AI agents that can understand intent, reason, take action, and resolve customer needs across voice and digital channels.

Delivered and integrated by NEC, Agentic AI provides a unified orchestration layer for customer interactions - connecting systems, automating workflows, and supporting both customers and agents in real time.

Rather than adding another disconnected tool, Agentic AI helps organisations simplify complexity, improve service delivery, and scale customer experience with confidence.

Proven Capabilities

- Enterprise AI agents**
 Deploy AI agents that can understand, reason, and take action across customer interactions.
- Voice and digital automation**
 Deliver seamless service across phone, chat, messaging, and digital channels through one AI layer.
- Agent assist and human handover**
 Support agents in real time and enable smooth escalation with full interaction context.
- Knowledge-driven interactions**
 Ground every response in trusted enterprise knowledge for accuracy and consistency.
- Workflow and system orchestration**
 Connect CRM, case management, and business systems so AI can trigger actions and complete tasks.
- Enterprise-grade governance**
 Ensure secure, compliant AI deployment with full control, visibility, and guardrails.

Business Benefits



Improve customer experience

Deliver faster, more personalised and consistent service across every interaction.



Increase operational efficiency

Automate routine enquiries and streamline workflows to reduce cost-to-serve.



Empower agents

Equip teams with real-time AI assistance, knowledge and guidance to improve performance.



Enable end-to-end automation

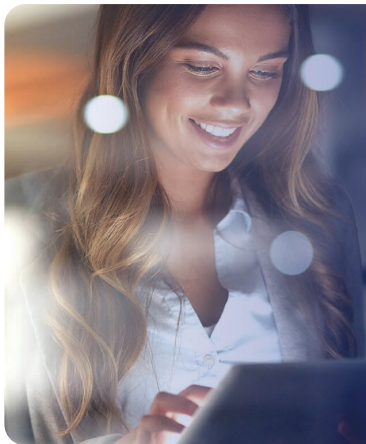
Move beyond simple queries to orchestrated workflows that drive real outcomes.

What Sets Agentic AI Apart

Unlike traditional chatbots or standalone automation tools, Agentic AI introduces enterprise-grade AI agents that can do more than respond - they can reason, act, and complete tasks.

By combining AI, workflow orchestration, knowledge, and system integration into a single capability, Agentic AI eliminates siloed tools and fragmented experiences.

This enables organisations to move beyond basic automation toward fully connected, intelligent service environments that continuously improve over time.



Why NEC?

NEC is a trusted partner for enterprise AI adoption, combining local delivery expertise with global capability. We help organisations move beyond pilots and point solutions by designing, integrating and managing AI agents within real-world environments.

From architecture and governance through to deployment and optimisation, NEC ensures Agentic AI delivers measurable outcomes - securely, at scale, and aligned to your business objectives.

Contact us to book a live demo

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