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REFERENCE ARCHITECTURE · PNX·RA ·659

Voice AI on NICE CXone + Enlighten

Reference stack for high-containment voice bots, biometrics, live agent assist and post-call analytics on NICE CXone with Enlighten and Kore.ai — the design we deploy for regulated BFSI and healthcare estates.

PREPARED FOR

CX Solution Architect, VP Contact Center, Head of Fraud & Auth

PREPARED BY

pronix.ai CX Engineering, Contact Center AI architects

EDITION

Updated Q1 2026 · 9 min read · 16-page PDF + diagrams

STRATEGY · IMPLEMENTATION · TALENT pronix.ai/resources

EXECUTIVE SUMMARY

Voice AI on NICE CXone + Enlighten

Reference stack for high-containment voice bots, biometrics, live agent assist and post-call analytics on NICE CXone with Enlighten and Kore.ai — the design we deploy for regulated BFSI and healthcare estates.

What you'll take away

- High-containment voice bot patterns — barge-in, DTMF fallback, disambiguation
- Voice biometrics enrollment and fraud pattern integration
- Enlighten AI agent assist and next-best-action wiring
- Post-call analytics and coaching signal generation
- Kore.ai AI for Service integration for shared conversational AI across channels

Audience: CX Solution Architect, VP Contact Center, Head of Fraud & Auth

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What's inside

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01	Voice bot layer	NICE CXone Studio + Kore.ai AI for Service for shared intents across voice + chat.
02	Biometrics	Enrollment, passive vs active, fraud pattern feed.
03	Agent assist	Enlighten AI signals, live transcript, next-best-action.
04	Post-call analytics	Coaching signals, calibration, business KPIs.

SECTION 01

Voice bot layer

NICE CXone Studio + Kore.ai AI for Service for shared intents across voice + chat.

In our engagements, the practical work in this section usually breaks down into three deliverables: high-containment voice bot patterns — barge-in, dtmf fallback, disambiguation; voice biometrics enrollment and fraud pattern integration.

Treat this as a reference, not a recipe. The layer boundaries matter more than the specific products you pick — a clean seam between orchestration, tools, memory and evaluation is what lets you swap providers as pricing, model quality and regulatory posture shift over the next 18 months.

SECTION 02

Biometrics

Enrollment, passive vs active, fraud pattern feed.

In our engagements, the practical work in this section usually breaks down into three deliverables: voice biometrics enrollment and fraud pattern integration.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

WHAT GOOD LOOKS LIKE

Voice biometrics enrollment and fraud pattern integration

SECTION 03

Agent assist

Enlighten AI signals, live transcript, next-best-action.

In our engagements, the practical work in this section usually breaks down into three deliverables: enlighten ai agent assist and next-best-action wiring.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

SECTION 04

Post-call analytics

Coaching signals, calibration, business KPIs.

In our engagements, the practical work in this section usually breaks down into three deliverables: post-call analytics and coaching signal generation.

Enterprise outcomes here come from production discipline, not slideware. Named owners, shipped guardrails, evaluation harnesses in CI and instrumented unit economics turn a promising pilot into a portfolio the board is willing to fund again next year.

WHAT GOOD LOOKS LIKE

Post-call analytics and coaching signal generation

FREQUENTLY ASKED

Questions from enterprise buyers

Do we need Enlighten AI?

Not to start. The reference includes a phase 1 pattern that ships voice + agent assist without Enlighten, and a phase 2 upgrade path once the business case is proven.

TURN THIS INTO A DECISION

Book a 30-minute working session.

Bring your platform, data, seats and delivery constraints. A pronix.ai strategy or CX engineering lead will walk this document through with your team and adapt it — no slideware, no generic playbook.

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