

AI Agent Assist

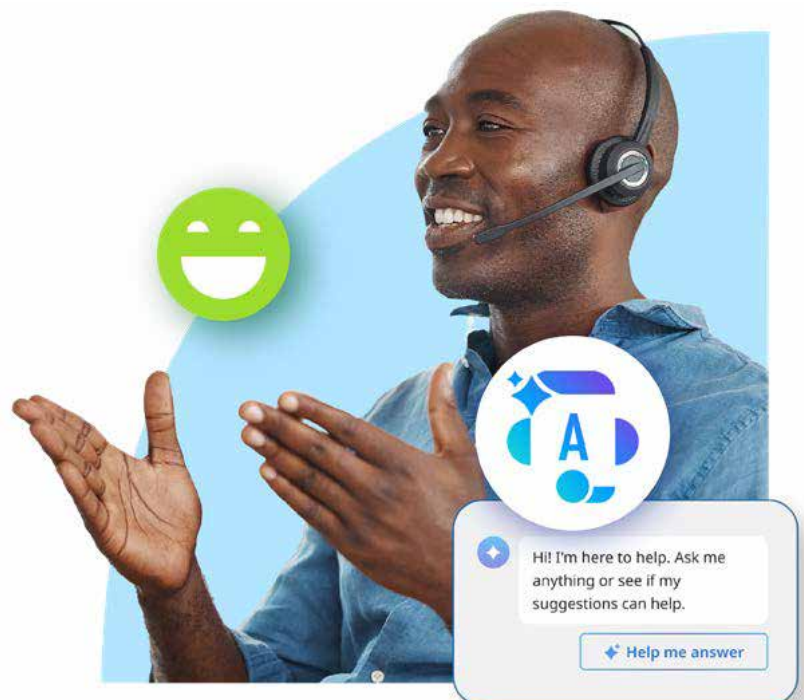
Deliver Exceptional Customer Experiences with Contact Center's AI Agent Assist

In today's fast-paced world, customers expect seamless, informative, and exceptional interactions—every time. Contact Center's AI Agent Assist ensures your customer-facing teams consistently meet and exceed these expectations.

Powered by [real-time AI insights](#), Agent Assist empowers employees with instant access to business-specific knowledge, and personalized sentiment feedback. It streamlines workflows with intelligent automation, including post-call summaries, all within the same app your team already uses.

With [AI-enhanced guidance](#) at every step, your agents can confidently handle every interaction, delivering faster resolutions, higher customer satisfaction, and truly exceptional experiences.

Transform the way your team engages—enhance every customer conversation with Contact Center's AI Agent Assist



Make Every Agent Your Best Agent

Before the Interaction

AI Call Summary

Provide agents with a concise summary of a returning customer's last interaction, to help them personalize the conversation and resolve the interaction faster.

After the Interaction

AI Recap

Agents immediately receive an editable summary of the call with action items to expedite documentation and help them quickly get back to helping more customers.

During the Interaction

Real-time Access to Business Information

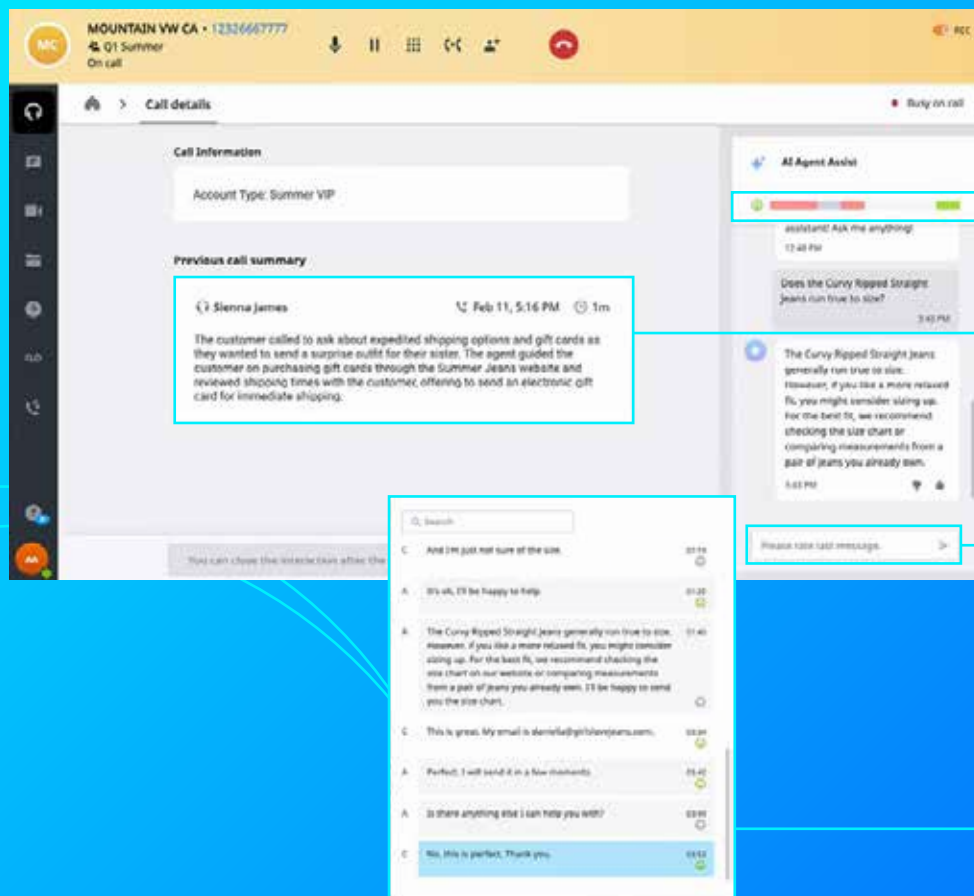
Agents can ask AI Assistant questions via chat during customer calls to quickly retrieve business-specific information (e.g., company policies, product information, or procedural guidelines) to consistently provide accurate answers and improve first call resolution.

Live Sentiment Analysis

Keep conversations positive with real-time sentiment that tells agents if the call is going in a positive or negative direction.

Real-Time Transcription

Provide agents with a live call transcript to quickly reference past details, reduce errors, and respond more accurately to customer inquiries.



Agents see live sentiment to track how the customer's mood changes throughout the call.

AI provides a pre-call summary, so agents have the right context to handle the conversation effectively.

Agents chat with AI Assistant in real time during calls to instantly access company information and improve first call resolution.

AI provides a pre-call summary, so agents have the right context to handle the conversation effectively.

AI Recap instantly captures key call details and next steps—no manual note-taking required.

Interaction notes (optional)

Issue related with the last ticket created on Dec 12.

AI Summary
The customer called in to report an issue with a device on their account. The agent verified the customer's partner ID and account information and checked the device's provisioning status.

Next actions
1. Customer would generate a test call to see if the issue was resolved
2. Agent will follow up with the customer the next day to see if the matter was resolved or account configuration reset is needed

AI can make mistakes, check important info

Easily Create AI Assistants Using AI Builder

With AI Builder, admins can easily create AI Assistants tailored to individual call queues by uploading business-specific data — ensuring agents have quick access to relevant information like return policies for support or product details for sales.

Real-Time ai Delivers Better Business Outcomes

AI Agents Assist's live sentiment analysis, transcription, access to business information, and post-call summary streamlines agent workflows, increases interaction effectiveness, and reduces manual effort **which helps businesses to:**



Increase Agent Bandwidth

Help agents quickly resolve calls with access to accurate, relevant information to increase the number of calls they can manage.



Fast Track Onboarding

Empower new agents with real-time answers to build confidence, reduce frustration, and improve engagement from day one.



Reduce Handle Time

Get agents back to take the next call by automating post-call documentation.



Improve Customer Satisfaction

Resolve customer issues the first time with fewer call transfers by giving agents the information they need.