calltower

Teams Contact Center

AI Subscriptions:
AI Standard & AI Advanced

Smarter AI. Simplified.

Ascend Teams Contact Center now offers two subscription packages—**AI Standard and AI Advanced**—that make it easier than ever to bring AI into every conversation. These plans replace the legacy “transcription block” model with simple, per-agent pricing that delivers broader functionality, predictable costs, and a stronger competitive edge.

AI Standard | Essential AI for everyday efficiency

- **Post-Call Transcription**
  Automatically creates accurate, searchable transcripts of every recorded call to support compliance, training, and quality management.
- **Summarization & Previous Call Summaries**
  AI delivers concise summaries of each calland provides agents with a rolling history of prior interactions, so they can pick up where conversations left off.
- **Sentiment & Keyword Search**
  Quickly gauge customer mood across conversations and find calls by topic, phrase, or concern.
- **Knowledge AI Assistant (manual)**
  Helps agents look up answers from your knowledge base during or after calls, ensuring faster and more accurate responses.

AI Advanced | Real-time intelligence to elevate performance.

Includes all AI Standard features, plus:

- **Live Transcription & Real-Time Insights**
  Agents and supervisors can track sentiment shifts and key call moments as they happen.
- **AI Agent Assist (real-time)**
  Listens in and proactively surfaces the right answers, scripts, or solutions—helping agents resolve issues faster.
- **Automated Suggestions**
  AI recommends the next best action orresponse in real time to improve accuracy and efficiency.
- **AI Recap**
  Generates actionable call recaps with outcomes, key topics, and follow-up steps.
- **AI Supervisor Assist**
  Provides supervisors with live alerts and coaching recommendations.

Key Benefits

Simplified Billing

Eliminate block-based pricing. With peragent, per-month plans, costs are clear and predictable.

Flexibility to Grow

Choose the right package for your business today, and upgrade or downgrade anytime in the Unite Control Panel.

More Value, More Features

Customers gain richer AI capabilities—such as summaries, Agent Assist, and Supervisor Assist—often at the same or lower effective spend than before.

Better Customer Experiences

Equip your teams with AI tools that boost efficiency, improve accuracy, and drive higher customer satisfaction.

+ Transforming the Contact Center with AI

Intermedia AI changes the way contact centers work. From transcripts and summaries that keep agents focused, to real-time insights that guide conversations as they happen, and supervisor tools that enablesmarter coaching, AI Standard and AI Advanced make every interaction faster, clearer, and more impactful. The result is a contact center that's more efficient, more responsive,and better equipped to deliver the experiences customers expect.