



Agent Assist – dynamic, intelligent customer support

Agent Assist recognizes customer sentiment in real time and puts constructive next steps at agents' fingertips to help them resolve issues more quickly and empathetically.



Dynamic insights for human conversations: real-time guidance assists agents to respond naturally and empathetically



Real-time sentiment analysis: interprets customer emotions during conversations for better engagement



Prioritises critical conversations: automatically directs urgent calls to the head of the queue



Natural, AI-generated replies: suggests responses that feel human and authentic

Agent Assist is designed to support customer service agents by automating and enhancing interactions across different channels. Advanced AI gathers information from multiple sources – like CRM tools and historical data – to offer agents personalized, context-driven guidance as they navigate customer conversations.

The real-time knowledge repository boosts agents' response accuracy and speed with instant access to relevant information, while the AI senses customer sentiment mid-conversation to provide insights that can better help customers.

Because **the AI is always learning**, every interaction further enhances the model, providing continuous improvement.



Key figures



Resolve issues 40% faster:

helps agents solve problems more efficiently



Deal with 30% fewer support cases:

automated assistance and smarter responses get issues solved right first time, requiring fewer escalations



Boost customer satisfaction by 20%:

personalized, empathetic interactions mean happier customers