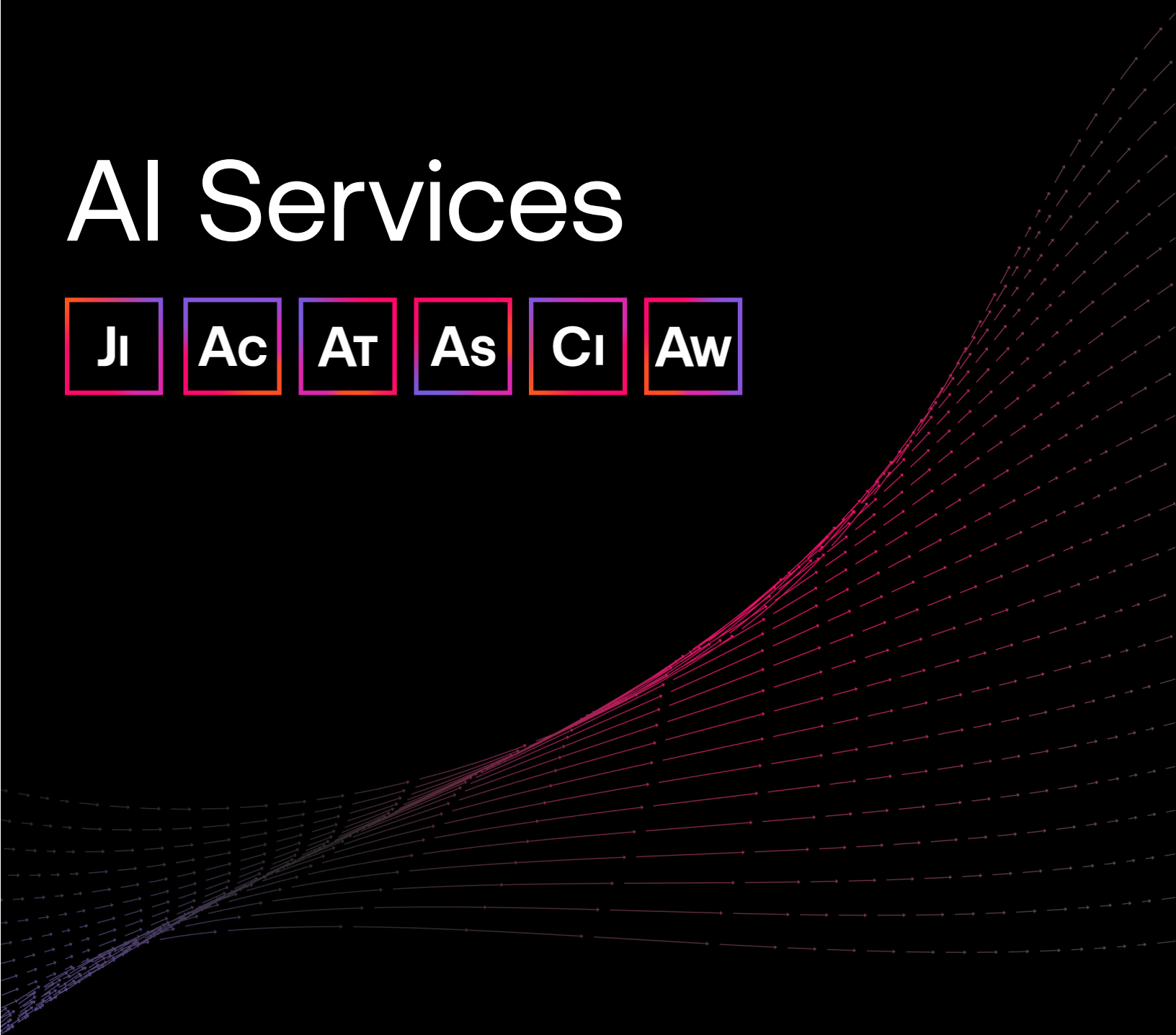


AI Services

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Elevate CX performance with easy-to-deploy AI services

Take productivity to new heights. Empower your agents with AI services designed specifically to help them be their best. Improve contact center efficiency as you:

- Support agents directly with AI-driven automation
- Gain insight that enables you to optimize operations

Incorporate one or all of these modular services into your existing environment with API, SDK, or plug-in options. Get started fast—and see meaningful results from day one.



JourneyInsight
Analyzes agent activity in depth, identifies ways to streamline



AutoCompose
Crafts quality agent responses for digital messaging



AutoTranscribe
Delivers highly accurate speech-to-text transcription



AutoSummary
Creates high-quality disposition notes automatically



CoachingInsight
Provides real-time visibility, tools to guide agent performance



AutoWorkflow
Automates time consuming tasks for agents during interactions



JourneyInsight

Gain deep insight into agent workflows to inform continuous performance improvement

Identify ways to streamline operations by analyzing agent activity across systems. JourneyInsight maps the Agent Journey™ in detail, so you can see exactly what agents say and do to address customers' needs. Unlock new insights to emulate top agent behaviors, see critical bottlenecks in workflows, spot opportunities for automation, and improve performance on voice and digital desks. Includes both initial custom analysis and ongoing reporting.



AutoSummary

Automatically create high quality, analytics-ready disposition notes

Summarize calls and chats instantly for 100% of interactions across voice and digital channels. AutoSummary generates highly accurate summaries with zero effort from agents. Our proprietary two-step tagging technique turns unstructured conversation information into detailed, structured data ready for analytics. This provides much more value than generic summarization capabilities.

Automatic summary

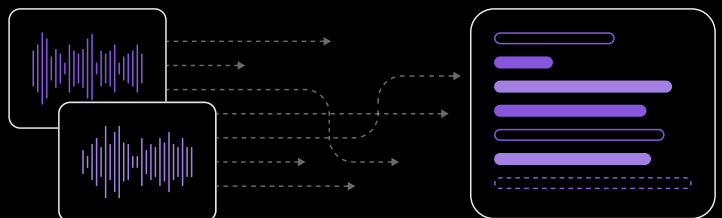
- Agent changed the customer's address 3:48
- Agent informed customer's next bill due date 3:48
- Agent upgraded customer's plan 3:48
- Customer asked about plan change 3:48



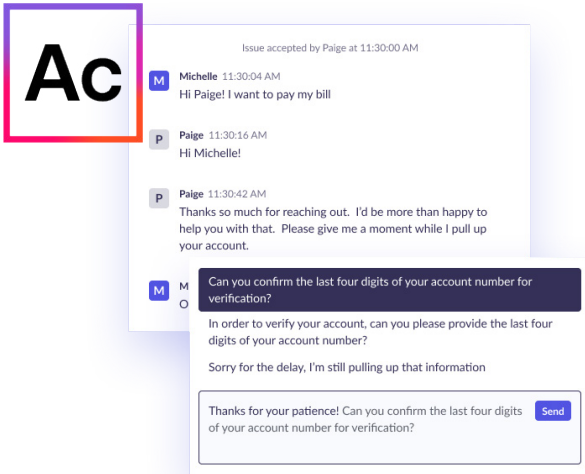
AutoTranscribe

Feed your services with highly accurate real-time speech-to-text transcription

Skip the basic, generic transcription services. Our AI services are fueled by AutoTranscribe to get the high quality voice transcripts you need for optimal analytics. We train our model on your interactions, so it learns your



company's unique vocabulary and improves with use. Get more value from automatic speech recognition (ASR) technology designed specifically for the contact center and customized for your business.



AutoCompose

Help agents serve customers better with optimal responses throughout an interaction

Cut message crafting time in half. Engage AI to automatically compose messages for your agents, giving them the right thing to say at every turn of the conversation. They can often respond without typing. And when they do type, phrase auto-complete and auto-correct help ensure accurate, well-crafted responses—for quicker, more successful resolutions.



AutoWorkflow

Save time by integrating automation into agent workflows

Reduce the time and effort it takes for agents to address customers' needs. Automate a variety of tasks before, during, and after interactions, enabling agents to focus on more complex issues and better manage concurrent contacts. Make your team happier AND more efficient, by eliminating tedious, routine processes from their workflows.



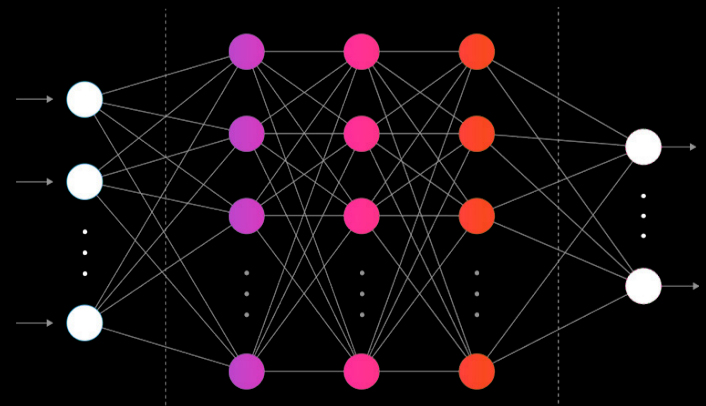
CoachingInsight

Improve quality management and operations with detailed, actionable analytics

Get deep visibility into how teams and agents are performing against key metrics. A live quality-management dashboard, real-time coaching alerts, and a comprehensive set of reports empower leaders to proactively identify and address issues. Help new agents get up to speed fast and provide targeted, timely feedback to team members who need coaching.

Multiply your benefit

You'll get value from each standalone service you deploy. And, you'll get even greater value when you use them together. The network effect of using multiple AI services makes every one of them better for you.



Ready to learn more?
Contact us at ask@asapp.com