

Boost Efficiency, Elevate Experience, and Streamline Your Operations

Improve your team's efficiency, enhance customer experience and reduce agent workload to drive operational excellence and improve customer satisfaction.



EMPOWER SUPPORT TEAMS WITH REAL-TIME AI-POWERED ASSISTANCE

Agent Assist offers tools and features designed to support customer service agents and support staff with real-time help during customer interactions.

- Instant suggestions
- Call summaries
- Knowledge base integration

BOOST CUSTOMER AND AGENT SATISFACTION WHILE CUTTING COSTS

Give agents the tools they need to help customers in the moment, boosting customer and agent satisfaction and lowering operational costs. With it, you get:

- Faster, more accurate responses
- Real-time recommendations
- Personalization at scale

EMPOWER YOUR AGENTS WITH AI: FASTER SUPPORT, SMARTER SOLUTIONS, AND BETTER EXPERIENCES

Tools that help your team answer questions and solve problems quickly and accurately while prioritizing agent well-being.

PRE CALL

Real-Time Recommendations:

Provides suggestions to agents during customer interactions to respond more effectively.

Automated Responses:

Delivers real-time responses to the agent, reducing the time it takes to search for information manually.

Data Insights and Contextual Information:

Displays relevant context to personalize the experience, rather than starting from scratch every time.

Knowledge Base Search:

Searches a company's knowledge base or FAQs to find articles or solutions to help the agent resolve a customer's issue quickly.



POST CALL

Call Summarization, Sentiment & Transcription:

Summarize key points, assess emotional tone, and transcribe voice-based interactions in real-time.

Performance Tracking:

Tracks agent performance to help managers understand where agents need additional training or where operational bottlenecks exist.



BOOST EFFICIENCY, ENHANCE SATISFACTION, AND ENSURE CONSISTENCY WITH AGENT ASSIST

Give your agents AI-powered support to help them reach faster resolutions, provide seamless experiences, and cut training time.

Increased Efficiency:

Speeds up responses and reduces the cognitive load on agents, enabling them to handle more inquiries in less time.

Better Customer Satisfaction:

Provides agents with relevant information and suggestions, to ensure customers receive faster, more accurate answers.

Consistency:

Ensures agents provide consistent responses to customers, which is especially useful for maintaining quality across teams.

Reduced Training Time:

New agents can be supported by the system, reducing the time it takes to get them up to speed.



[Request a demo](#)



Learn more at broadvoice.com/agent-assist