

# AGENT ASSIST

## Frequently Asked Questions



### What is Agent Assist?

**Agent Assist** is a suite of AI-powered tools built to help customer service representatives during live interactions. These tools provide real-time guidance, suggestions, and automation to enhance agent efficiency, improve response accuracy, and reduce handling time.

### What industries benefit most by Agent Assist?

**Agent Assist** helps a wide range of industries where customer interactions are critical to business success. The industries that gain the most from Agent Assist are those with high customer service demand, complex inquiries, and a need for efficiency and personalization.

### What are the key features of Agent Assist?

- **Real-Time Recommendations:** Agent Assist can provide suggestions to agents during customer interactions.
- **Reduced After-Call Work:** Use the call outcome and call notes to automatically suggest recommended actions and next steps.
- **Knowledge Base Search:** Use AI to search your company's centralized repository of information so agents can quickly find answers to customer inquiries.
- **Automated Responses:** Automatically receive a summary of relevant knowledge base articles for more efficient customer handling.
- **Data Insights and Contextual Information:** Gather basic information to personalize the customer experience, rather than starting from scratch.
- **Call Summarization, Sentiment & Transcription:** Summarize key points, assess emotional tone, and transcribe voice-based interactions in real-time.

[Request a Demo](#)



Learn more at [broadvoice.com/agent-assist](https://broadvoice.com/agent-assist)

## What languages are supported?

**Agent Assist** supports English, Portuguese, Spanish and more, extending your international reach and global applicability

## What are the key benefits for agents?

- **Speed:** Reduces the time agents spend searching for answers or solutions.
- **Accuracy:** Improves response quality and consistency by giving agents AI-powered suggestions during an interaction.
- **Efficiency:** By automating repetitive tasks, agents can focus on the customer interaction itself.
- **Confidence:** New or less experienced agents can rely on suggestions and guidance, improving their performance and reducing errors.

In short, Agent Assist serves as a smart, real-time tool that enhances agent performance, letting them provide faster, more accurate, and better-quality customer service.

## What are some use cases?

### Faster & More Accurate Responses

- Real-time AI suggestions ensure agents provide accurate and consistent information.
- Faster access to knowledge base articles means no more long hold times while an agent searches for answers.
- Automated workflows let agents complete requests (e.g., order modifications, account updates) more efficiently.

### No Need to Repeat Information

- Agent Assist pulls customer history & previous interactions so agents immediately have full context.
- CRM integration ensures that when a case is transferred, the new agent sees all previous details.
- Automatic conversation summaries help agents quickly get up to speed.

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## **Personalized & Proactive Support**

- AI-driven personalization suggests solutions or offers based on the customer's past interactions, preferences, and purchase history.
- Proactive recommendations help customers avoid issues before they happen (e.g., reminding them of an expiring subscription or an upcoming payment).
- Dynamic scripting ensures agents adapt conversations based on individual customer needs.

## **Smarter & Faster Issue Escalation**

- AI detects complex or high-priority issues and suggests immediate escalation.
- Sentiment analysis identifies frustrated customers, prompting agents to act with urgency.
- Automated case summaries ensure escalated cases reach higher-tier agents with full context.

## **Reduced Errors & Compliance Protection**

- Real-time compliance monitoring ensures agents follow legal and company policies.
- Automated scripts and verification prompts help agents avoid critical errors.
- AI-powered fraud detection prevents unauthorized actions on customer accounts.

## **How do I get started with Agent Assist?**

Existing customers can request this feature activation through our support team. New customers can request a demo or speak to our sales team to set up their account. Once onboarded, our team will guide you through the integration process.

**Request a Demo**



For more information or to schedule a demo, visit [broadvoice.com/agent-assist](https://broadvoice.com/agent-assist) or connect with our team today