V-Assist: The AI powered expert helping hand to your Agents

Empower your agents with real time support to help them boost their performance, adding up to a significant increase in their efficiency in the long-term.

Massive workload on the customer support agents due to multiple customers and scores of complex queries every day lead to long wait times, negative sentiments, escalations, frequent interruptions in customer interactions and thereby possessing a substantial threat to great customer experience. With the traditional call center support system, the below challenges can further make your agents feel pressured and burned out and hold them back from meeting customer expectations:

Thank You! That was quick!!

> Inability to understand customer sentiments
> Poor understanding of context, dialects and accents
> Inconsistent speech rate and noise interference
> Lack of knowledge, customer details and insights
> Toggling between multiple windows and teams

Engagely V-Assist- the Voice AI Agent Assist, is a transformative solution that helps your customer support agents with the support and information they need to resolve queries more effectively and efficiently during live customer interactions. ALso it is designed in a way that the context of the conversations across channels is conserved with its Omni-channel presence.

The core features of the V-buddy solution:

Real time recommendations

V-Assist gives an AI edge to your agents by setting up/ guiding with next-appropri-ate-actions and intelligent recommendations in every single conversation by listening to the live conversa tion between the customer and the agent.

Sentiment analysis

Identifies customer senti-ment to determine if it's positive or negative and im-mediately recommends the next action to the agents to drive successful outcomes from every customer inter action.

Linguistic competence

This feature equips your agents with AI-powered suggestions by accurately recognizing keywords to determine whether the ex-pressions were favorable, unfavorable or neutral. It also notifies the supervisors if any such keywords are identified.

Audial indicators

Identifies acoustic indica-tors like long silences and interruptions during live customer interactions to re-spond or take an action ac-cordingly and thereby im-proving average handl time (AHT) and boosting customer satisfaction.

Live transcription

Transcriptions are available for calls to the agents as well as supervisors, using speech-to-text in real time and after the call to help derive actionable insights in order to improve CX.

Centralized knowledge bank

This knowledge bank for the agent is an internal chatbot where the agent can ask questions and get the re-sponse. It gives agents the information they need to be more productive in each conversation in real time and provide accurate solu-tions to queries.

V-Assist has a holistic impact on the contact center operations. Right from customer and agent experience to overall productivity

Benefits to Agents:
> Decreases churn by improving your agent experience and satisfaction
> Provides real time assistance for work-from-anywhere agents
> Saves average handling time (AHT) with tailored & AI recommended response

Benefits to Customers:
> Enhances the Customer Experience
> Delivers Zero Waiting Time
> Personalized and accurate solutions to queries
> The query resolution in the 1st Go

Benefits to the Business:
> Improved Customer Satisfaction Score (CSAT)
> Timely intervention and coaching opportunities boost agents' productivity
> Improved ROI with the high-speed and smooth on-boarding processes