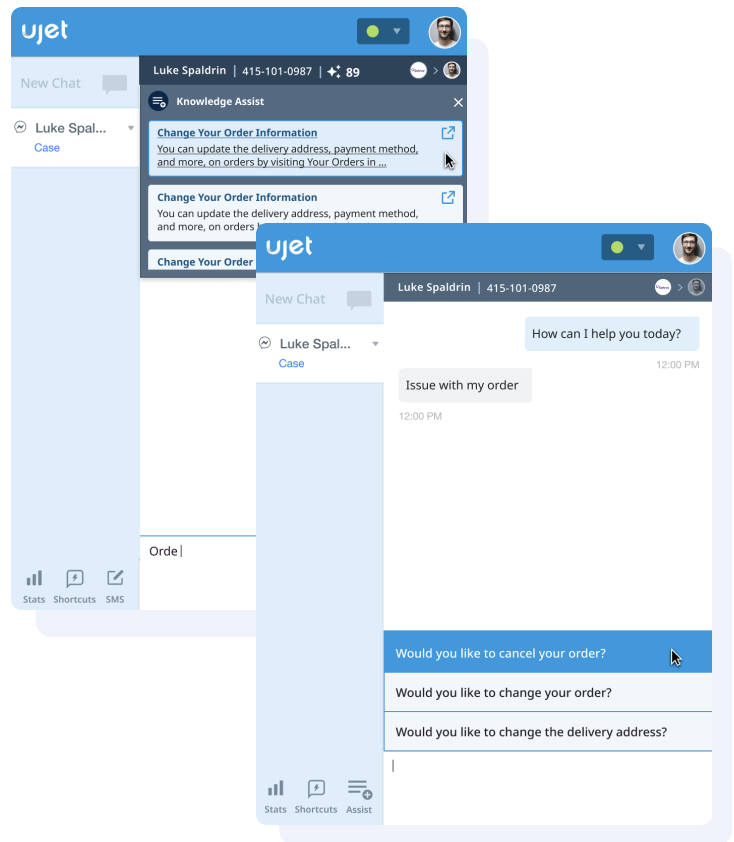


Turn Your Agents into AI-Powered Super Agents

Agent Assist can increase your agent productivity by more than 25% and saves your team valuable time by being their second pair of eyes, ears, and hands. By analyzing conversational context, the virtual agent proactively recommends phrases and next best action and provides live agents with relevant knowledge base content and running sentiment analysis in real time.

Agent Assist can transcribe and even summarize conversations for customer follow-up, analysis, and quality assurance. Increase your customer satisfaction (CSAT) by 10% or more with quicker response times and smarter solutions driven by AI.



Use Smart Reply and Smart Compose to make replying to chats a breeze



Utilize Knowledge Assist to reduce the time agents spent searching for answers to FAQ



Automate post-call tasks with Call Summarization and Live Transcription



Analyze customer sentiment in real-time to resolve issues as they arise



Facilitate easier remote work and empower agents to handle calls from anywhere in the world



Reduce the need for in-person supervision and free up time for managers to focus on high-impact tasks



Increase first-contact resolution and reduce escalation rate

Smart Reply & Smart Compose

Smart Reply and Smart Compose save your agents time by proactively suggesting chat responses using conversational context. Maintain message consistency and quality across multiple conversations and help new agents stay on-script with automated phrase suggestions and auto-completion.

Sentiment Analysis

Sentiment Analysis keeps track of the customer sentiment in real-time by leveraging natural language processing . Help supervisors identify the appropriate time to intervene in escalated calls and pinpoint coaching opportunities based on sentiment trends.

Live Transcription & Summarization

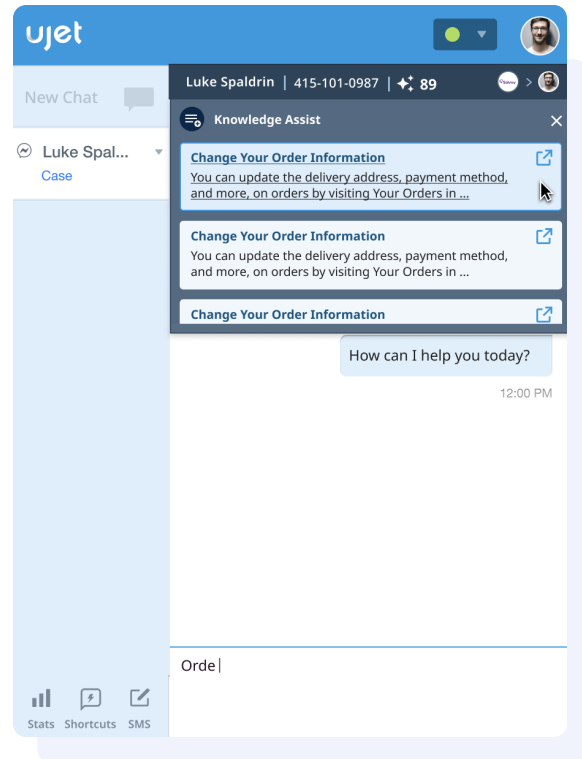
Turn on auto-transcription of voice calls to reduce after call work (ACW) by generating a summarized version of each interaction to help inform future agents and make follow-up easy.

Knowledge Assist

Quickly surface related articles and FAQs to help agents find answers faster and increase customer satisfaction. Knowledge Assist reduces the time agents spend browsing for answers so they can focus on delivering a superior experience. This feature is particularly useful to newer agents who may not be familiar with all of the nuances of your business.

Virtual Agent Assist

Provide your agents with turn-by-turn guidance on how to assist the customer based on customer intent and sentiment. The Virtual Agent can auto-fill agent workflows and complete post-call tasks by syncing with your CRM to update customer data and close tickets.



Consumers have evolved, your contact center should, too.

UJET is the world's first and only cloud contact center platform for smartphone era CX. By modernizing digital and in-app experiences, UJET unifies the enterprise brand experience across sales, marketing, and support, eliminating the frustration of channel switching between voice, digital, and self-service for consumers. Offering unsurpassed resiliency and the flexibility to deploy across leading public cloud infrastructures, UJET powers the world's largest elastic CCaaS tenant at up to 22,000 agents globally, and is trusted by innovative, customer-centric enterprises like Instacart, Turo, Wag!, and Atom Tickets to intelligently orchestrate predictive, contextual, conversational customer experiences.

Learn more at www.ujet.cx/agent-assist