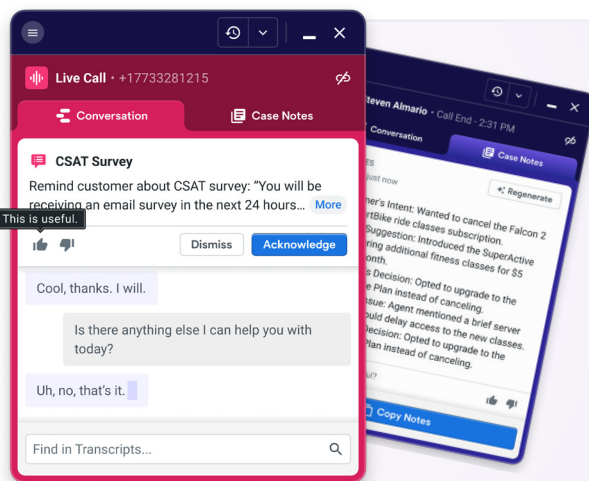


What is the UJET & Laivly Partnership?

UJET is a reseller partner of Laivly, which means UJET customers can procure Laivly's AI agent, Sidd, directly through UJET's commercials and contracting processes. This allows customers to leverage their UJET agreements for Laivly purchases, simplifying procurement for quicker deployments and simplifying time to value.

Sidd duo



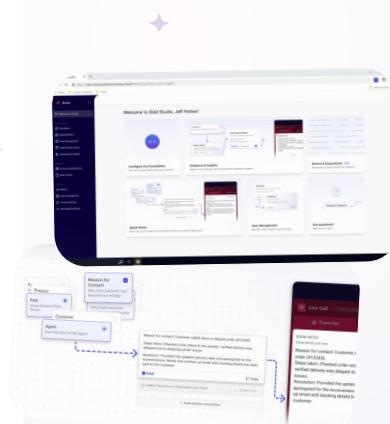
 **Live Transcription & Translation**

 **Real-Time Guidance**

 **Highly Customizable Case Notes**

 **Smart Response**

Sidd studio



 Create and configure custom AI agents for your specific operational requirements—**no IT or coding required**.

 **Organize agents into user groups** based on channel, location, or other criteria and target groups with relevant features, guidance, and insights.

 Instantly adjust agent guidance, scripts, workflows, and automations for **consistent rollout across channels and users**.

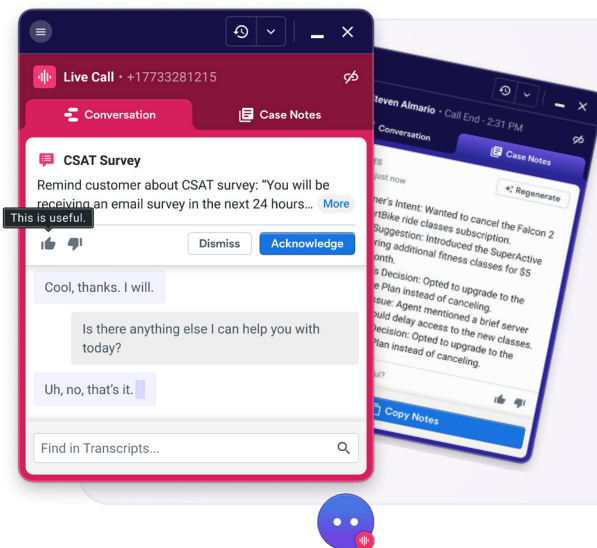
 Gain immediate visibility into CX analytics with **actionable data and reporting for continual performance improvement**.



Sidd Duo: the AI-powered agent assist everyone in your organization will love

What Is Sidd Duo?

Sidd Duo is an agent's indispensable end-to-end partner in productivity. Sidd supports agents across every channel with live transcription and translation in 21 languages, real-time prompts and reminders, fully customizable auto-drafted case notes, and a robust text refining tool to correct spelling, grammar, brand voice, and even policy.



Live Transcription & Translation



Real-Time Guidance



Highly Customizable Case Notes



Smart Response

Why Do I Want Sidd Duo?

Improve handle times, quality, and consistency—not to mention both agent and customer experience. Sidd Duo supports your agents while also surfacing trends, friction points, and coaching moments from every interaction. **It's the agent assist tool your team will actually want to use**

How Do I Use Sidd Duo?

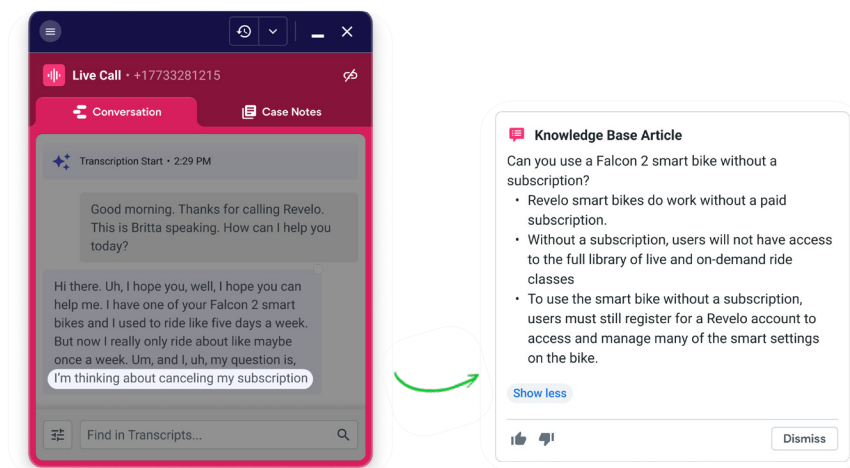
You can easily set up and manage Sidd Duo in user-friendly Sidd Studio. With plain-language prompting and an intuitive interface, Sidd allows operations managers and team leads to be nimble and responsive—without waiting on IT. Keep agents consistent and up to date with just a click. **Instantly deploy prompts to the production floor. Sidd makes it simple to scale.**

Features Guide

The functions you need. The support your agents want.
Here's a look at the Sidd Duo features that elevate your CX.

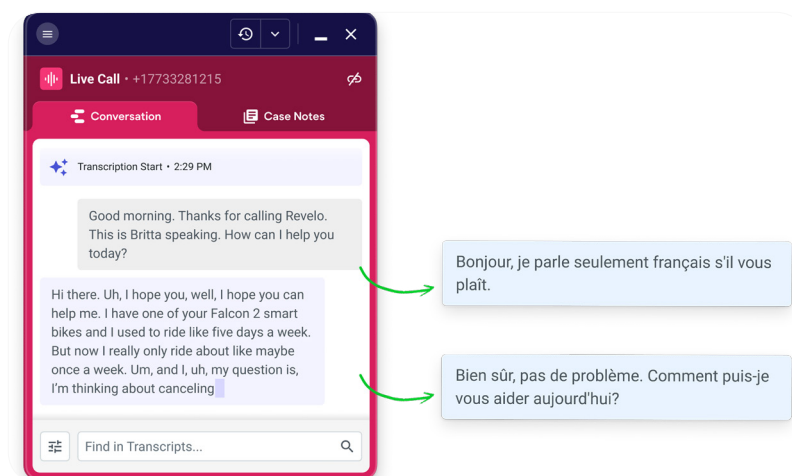
Real-Time Guidance

Context-aware real-time agent guidance serves up helpful prompts and reminders, empathy cues, and scripts, reinforcing proper workflows, best practices, and brand policies. Agents are ready for the floor 60% faster—and more confident, too.



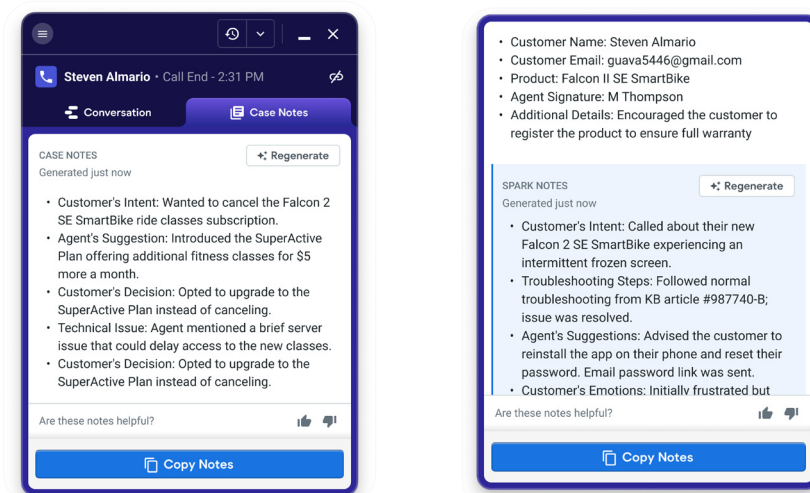
Live Transcription & Translation

Live transcription helps elevate agent comprehension as conversations unfold, with translation in 21 languages. Transcription summaries keep agents on track when toggling multiple cases, plus create a record ideal for QA, coaching, or other analysis.



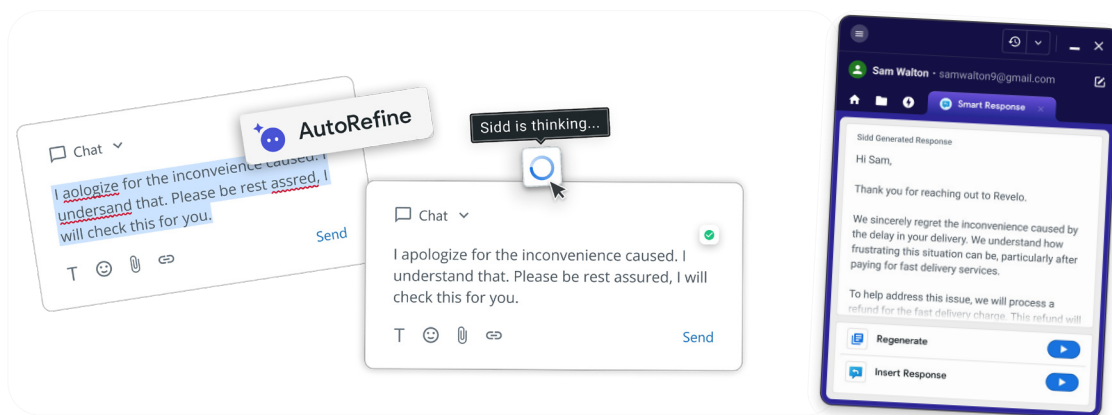
Automated Case Notes

Dramatically reduce after-call work and lower your average handle time with automated case notes. Agents can move on to the next contact more quickly without sacrificing quality or customer continuity.



Smart Response

Go beyond autocorrect with real-time, brand-aligned AI writing support that doubles as quality control, anywhere agents write. With just one click, turn any response into a polished, professional, policy-aware message.



Want to learn more about Sidd Duo?



Watch the Video!

<https://laivly.wistia.com/medias/ivmy4p8fif>

Sidd studio

The intuitive, no-code control center and dashboard that powers up your CX.

What Is Sidd Studio?

Sidd Studio is the user-friendly dashboard and control center where you can configure Sidd to help in the ways that matter most to your organization. With an intuitive interface, Sidd Studio enables you to design, deploy, and manage Sidd solutions in minutes—without relying on vendor support or other departments.



Create and configure custom AI agents for your specific operational requirements—**no IT or coding required.**



Organize agents into user groups based on channel, location, or other criteria and target groups with relevant features, guidance, and insights.



Instantly adjust agent guidance, scripts, workflows, and automations for **consistent rollout across channels and users.**



Gain immediate visibility into CX analytics with **actionable data and reporting for continual performance improvement.**

Why Do I Want Sidd Studio?

Sidd Studio puts control firmly in your hands. Create and deploy Sidd solutions into your current workflows as support for your agent teams or to operate independently. Identify opportunities and then take action to boost the key metrics and performance indicators that matter most to your business—customer satisfaction, average handle time, first contact resolution, and more—without waiting for IT resources. And do it all in minutes.

How Do I Use Sidd Studio?

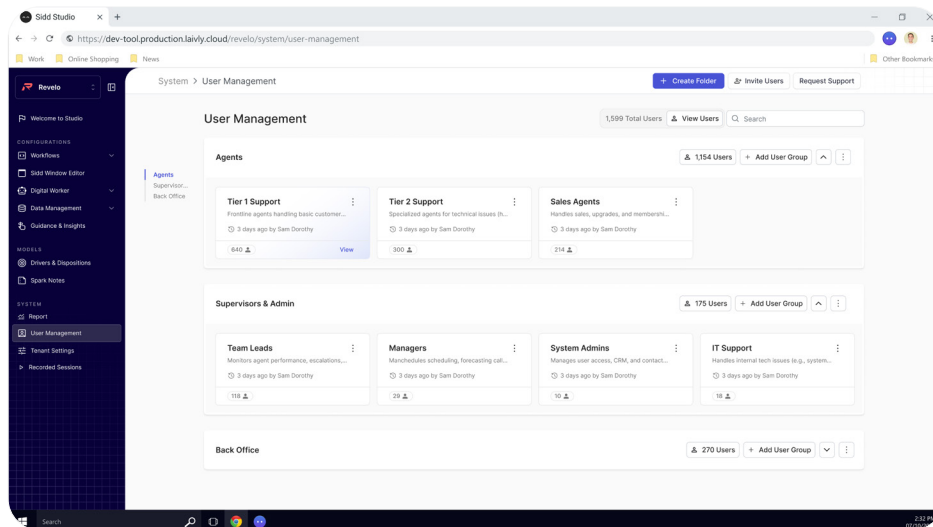
Sidd Studio was designed to be easy to use for customer care teams, no matter how tech-savvy you are. Think intuitive menus, text fields for plain-language prompts, drag-and-drops and drop-downs. If you've ever mastered a new social media platform or conquered a CRM, Sidd Studio should be a breeze.

Features Guide

Sidd Studio puts you in the driver's seat with features that accelerate your team's performance.

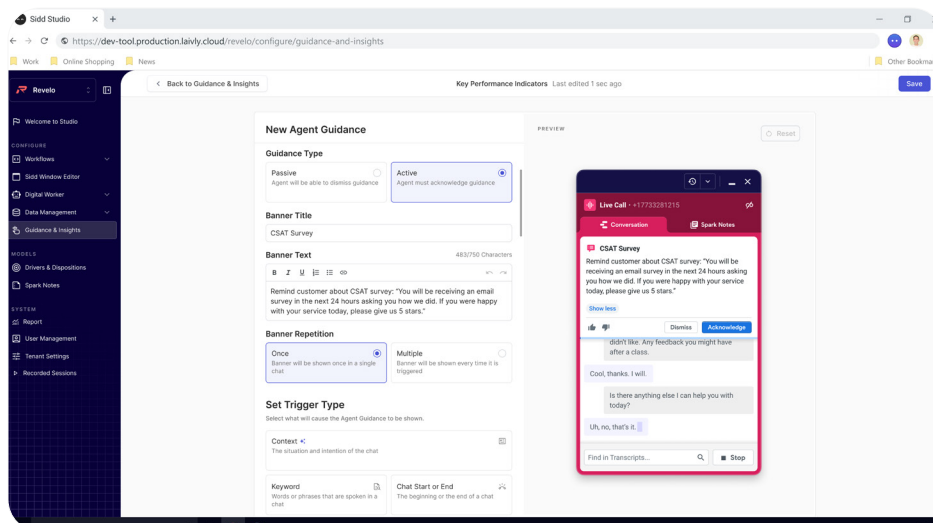
User Management

Organize agents into campaigns and user groups based on channel, location, tenure, performance, or other criteria. Target specific groups with relevant features, guidance, and insights.



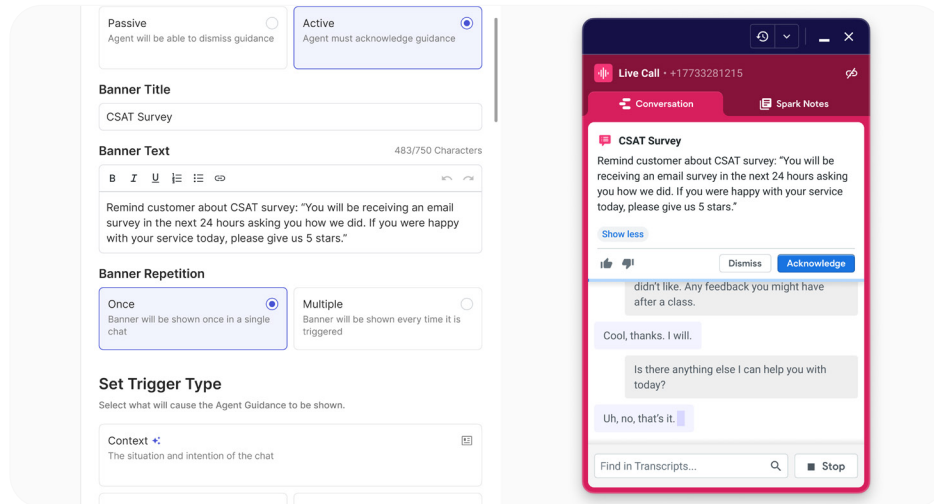
Real-Time Guidance

Sidd gives agents the information they need, when they need it. Help them navigate tough scenarios, stick to company policies, and avoid common mistakes—add and update this guidance quickly and easily, as needed.



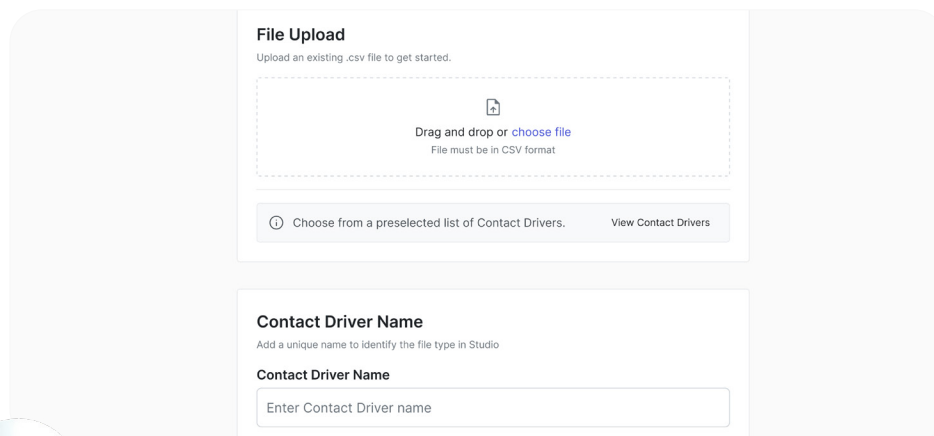
Silent Insights

Keep track of certain behaviors or interactions. You can set up insights to be triggered by specified keywords, a set length of dead air time, or a particularly unbalanced talk ratio between agent and customer.



Contact Drivers & Dispositions

Automatically label every call with the customer's intent and the outcome, using your own custom categories. Spot trends, track talk time by issue type, and surface coaching opportunities—all without extra manual work.



Learn How You Can Add Laivly to
Your UJET Deployment

Request a Demo