Deliver Faster, Smarter Service with Agent Assist!

Revolutionize Customer Support with Real-Time Guidance and Insights for Exceptional Call Experiences.

About Agent Assist:

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

- **Increased Efficiency:** It speeds up responses and reduces the cognitive load on agents, enabling them to handle more inquiries in less time.

- **Better Customer Satisfaction:** By providing agents with relevant information and suggestions, customers get faster, more accurate answers.

- **Consistency:** It ensures that 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.

REAL-TIME RECOMMENDATIONS
Agent Assist can provide suggestions to agents during customer interactions.

REDUCED AFTER-CALL WORK
Leverage the call outcome and call notes to help or suggest a recommended action.

KNOWLEDGE BASE SEARCH
Search a company's centralized repository of information designed to enable customer service agents to quickly find answers to customer inquiries.

AUTOMATED RESPONSES
Automatically receive a summarization of information from the knowledge base 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 here

Learn more at broadvoice.com/agent-assist