



**broadvoice** | **Go** contact

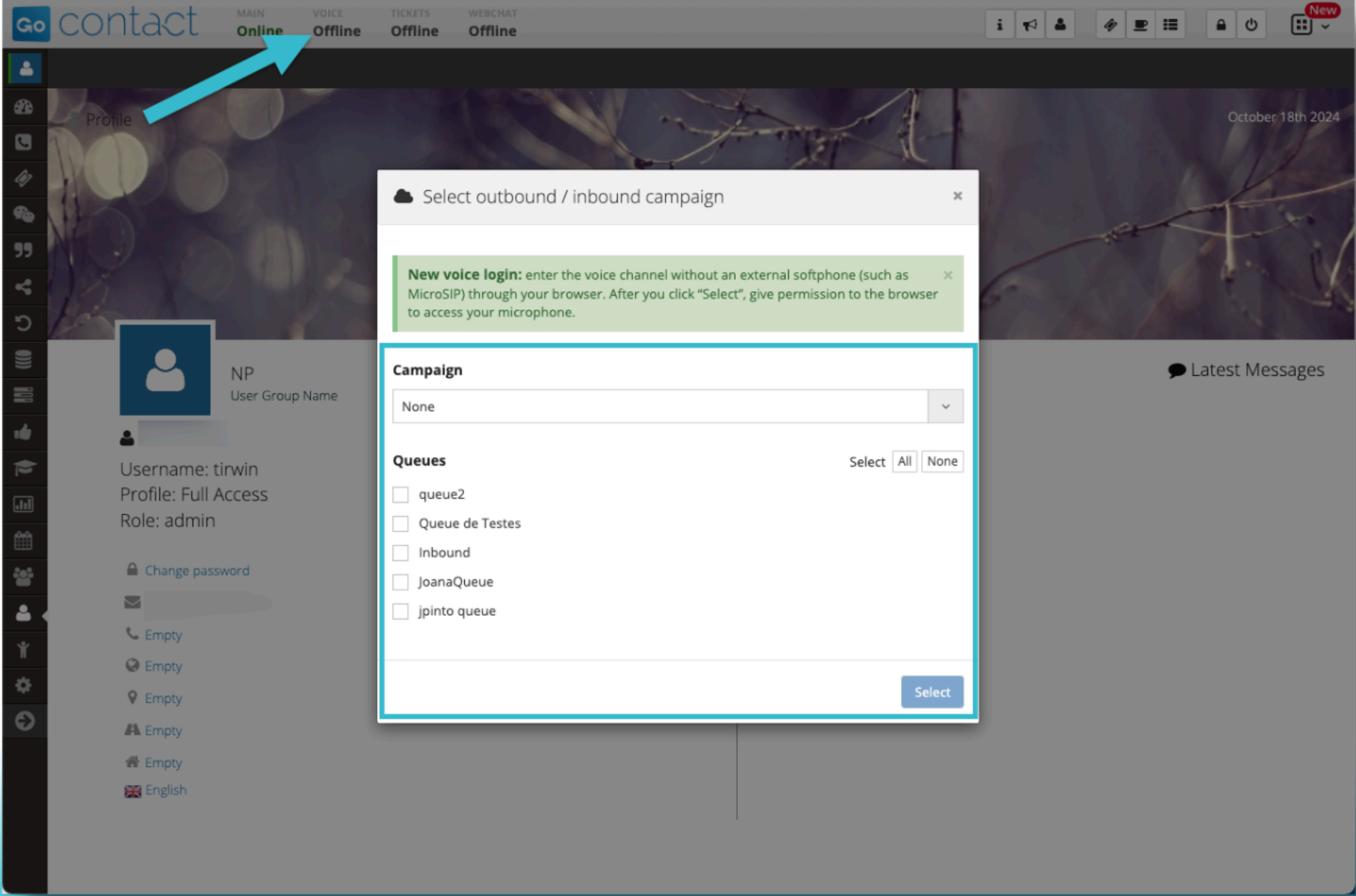
GoContact Agent Assist User Guide

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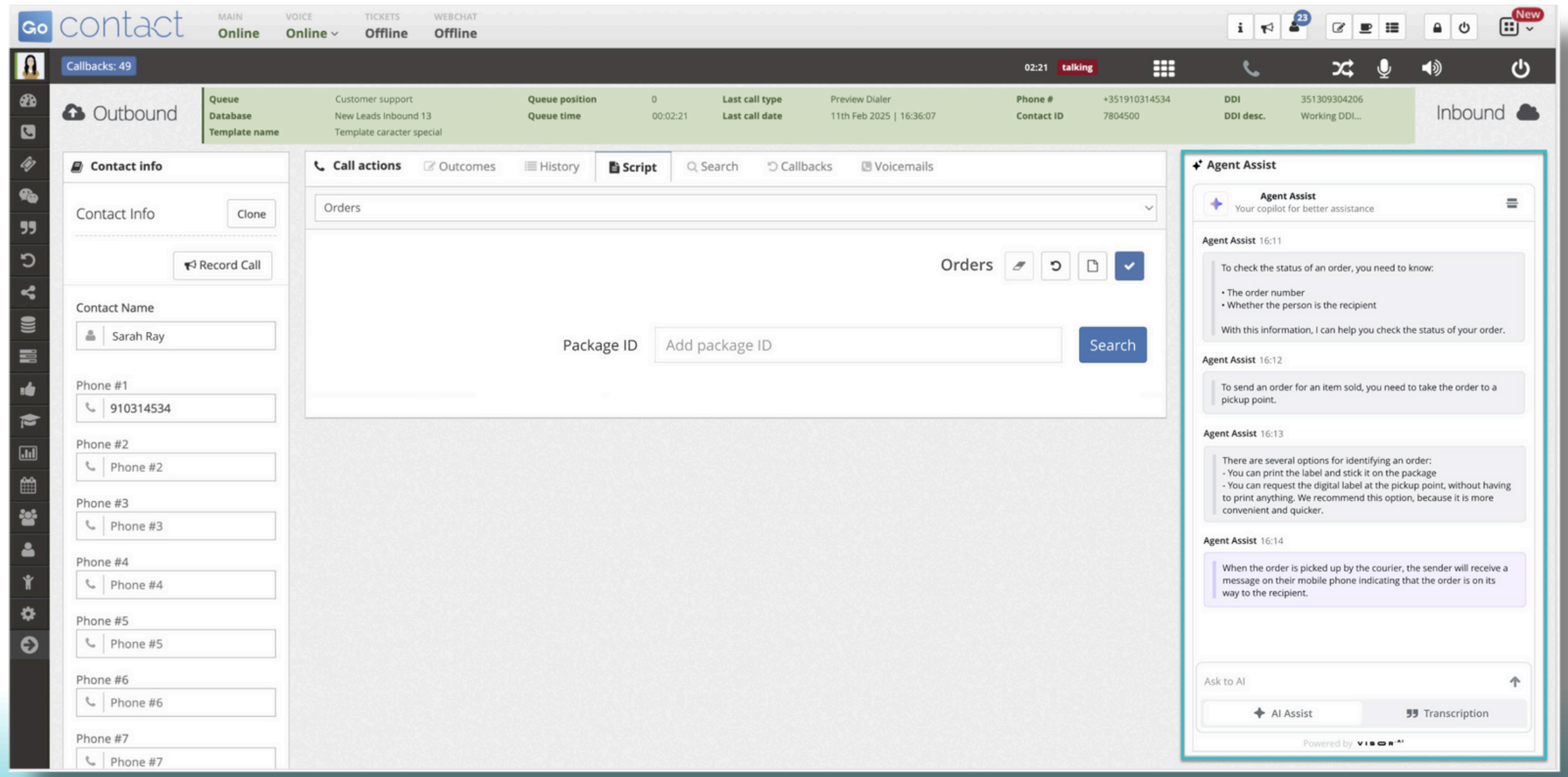
# Voice Channel Login

Log into the Voice Channel by selecting 'Voice' at the top of the page. Choose the Campaigns and Queues to log into, and click 'Select' at the bottom of the page.



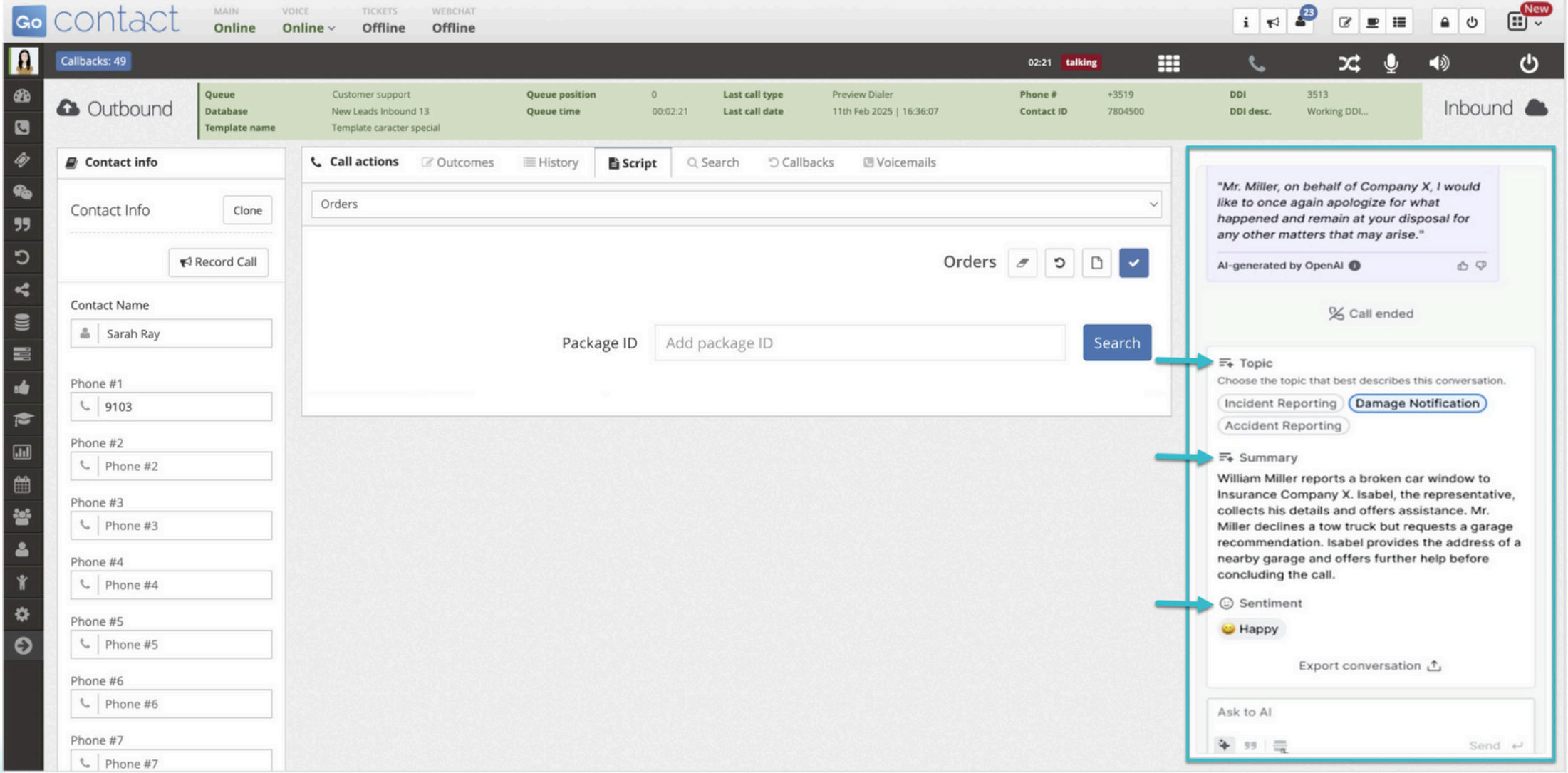
# Active Call with Agent Assist

During a live call, as the agent engages with the customer, the AI system actively listens to the conversation, providing immediate assistance. This includes real-time transcription of the dialogue, allowing the agent to quickly reference previous statements without interrupting the flow of conversation. Based on the customer's inquiries and issues discussed, the AI analyzes the context to offer relevant information and suggested responses.



# After Call Experience

After the call, the post call section summarizes the follow-up tasks for the agent. The system will provide a brief overview of the discussion that took place during the call. It will suggest possible call outcomes, along with recommendations for the most appropriate options for call disposition. Additionally, a brief emotional assessment of the participant will be displayed.



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