broadvoice

DATASHEET

# AGENT ASSIST

Go contact

SMART ASSISTANCE

Customized Scripts for Web Interfaces

GoContact advanced agent script building system is configured to intuitively facilitate informed conversations between the agent and the customer.

Advanced Agent Assist script technology to improve service quality :

- Decrease in service time
- Ensure consistent agent/ customer interactions
- Helps agents to cross-sell
- Instant real-time training tool
- Increase agent productivity by leveraging automation
- Online trainer deploys in real time
- Live Unique data and information available for every call
- Automatically gather data from web or local resources, send emails, and create tickets
- Get real-time feedback on script performance via reporting capabilities
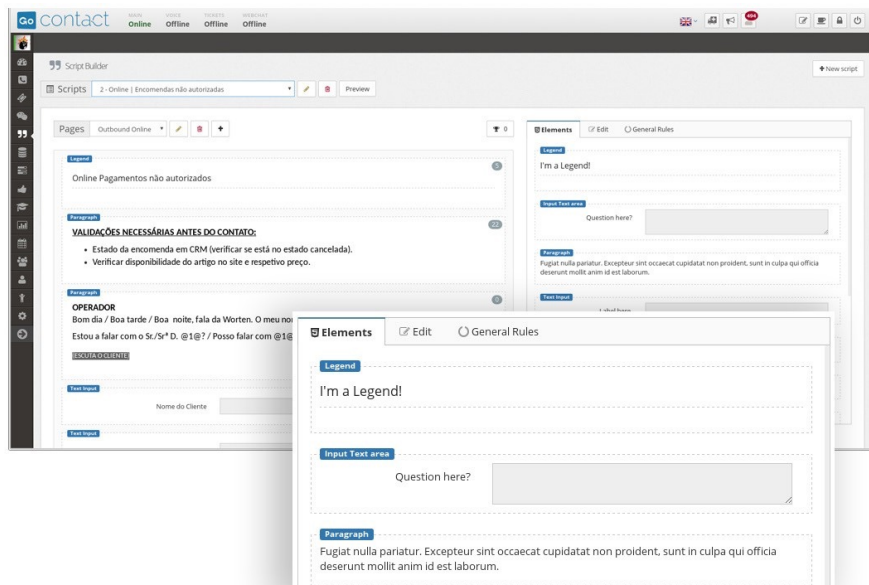
Dynamic Script

The platform provides dynamic information to the agent. The script is configurable to present any information or data based on the live call.

The script is automatically configured to reference information or extract data from external or internal sources, including performing calculations.

Unified Service

Agent Assist is embedded into the platform — no separate application or login is required. Platform capabilities include inbound and outbound configuration of scripts to ensure a consistent response from the agent on every call, every time.

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