Advanced Agent Assist

Agent Assist is an integrated widget within the Agent App which makes it easier for agents to interact with customers across all channels, displaying all customer information including contact details and context including interaction history.

The advanced AI powered Agent assist is included in the Resolve, Impress and Power Contact Centre Packages.

> **Note**
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> Please note that [Real Time Voice Interaction Analytics](#) is **NOT** included as a default. You can subscribe to this service as an addon to your existing package.

Interaction Analytics

In addition to the basic features, this also allows the voice and chat transcripts to be viewed as anonymised transcripts, that has been enriched with NLU keyword/Phrase tagging. This can either be manually searched for responding to a customer query. Also, with this you get the sentiment analysis indicator to gauge the customer mood.

with Knowledgebase

In addition to the basic features, this allows the knowledge articles or FAQ's to be created and maintained for it to be manually searched by the agents while responding to a customer query. Automatic suggestions from the Knowledgebase can also be made available if subscribed to the Interaction Analytics package.

with Bot

In addition to the basic features, this allows integration with any supported bot framework for automatically extracting suggestions related to the customer query. The agent can also do a manual search for suggestions.

For more details on Agent Assist, download the product sheet here:

[Agent Assist Product Sheet.pdf](#)