

Customer Interaction

The Basic Agent Assist module makes available to a customer an Agent Application widget that provides contact centre agents with functionality for greater efficiency and faster interaction resolutions. Agent Assist provides help to the human agent during an interaction by, for example, showing a contact card of the recognised customer, displaying historical interactions with the customer including transcripts, surveys and enquiry registrations. The basic Agent Assist is equipped with the following features:

- Importing and managing contact details: The customer details will automatically be retrieved and displayed when the request comes in.
- Interaction history: Lists historical interactions from the customer via phone, chat and emails. Chat content is also made available here.

For more information on basic components of the Agent Assist, you can read this [article](#).

Download the product sheet for Agent Assist here:

[agent-assist.pdf](#)