

Real-time Voice Interaction Analytics

Real-time Voice Interaction Analytics is a feature that provides relevant and insightful suggestions to the agent, using Agent Assist, while on a voice conversation with the customer. It has the ability to listen to the ongoing conversation and extract the keywords, sentiment, text and context from the speech and suggest responses from various sources including Knowledgebase, chatbots or historical transcripts that might help the agent provide useful resolution to the customer.

[Puzzel Real-time Voice Interaction Analytics.pdf](#)