

INTERMEDIA AI AGENT ASSIST - CUSTOMER FAQS

1. What is AI Agent Assist?

In today's fast-paced world, customers expect seamless, informative, and exceptional interactions—every time. Intermedia's AI Agent Assist ensures your customer-facing teams consistently meet and exceed these expectations.

Powered by real-time AI insights, Agent Assist empowers employees with instant access to business-specific knowledge, and personalized sentiment feedback. It streamlines workflows with intelligent automation, including post-call summaries, all within the same app your team already uses.

With AI-enhanced insights at every step, your agents can confidently handle every interaction, delivering faster resolutions, higher customer satisfaction, and truly exceptional experiences.

2. How does AI Agent Assist benefit my business?

AI Agent Assist helps businesses:

- Increase agent bandwidth by providing instant access to accurate information, enabling agents to resolve more interactions efficiently.
- Reduce handle time by automating post-call summaries, allowing agents to move on to the next call faster.
- Improve compliance by ensuring agents have consistent, approved answers tailored to the issues they're handling.
- Enhance customer satisfaction by equipping agents with the right information to resolve issues on the first call, minimizing transfers.

3. How does AI Agent Assist work?

AI Agent Assist provides agents with real-time insight by:

- Retrieving relevant business-specific information from documents, PDFs, and web sources.
- Monitoring live sentiment analysis to help agents adjust their approach in the moment.
- Generating real-time transcriptions and post-call summaries to reduce manual documentation efforts.

4. How is AI Agent Assist different from previous AI capabilities in Contact Center?

Previously, Intermedia Contact Center offered post-call AI features like sentiment analysis and call summaries which happens AFTER the call. AI Agent Assist extends these capabilities into real-time, giving agents instant access to insights while they are on a live call. For example, agents can ask AI Assistant questions via chat during customer calls to retrieve business-specific information (e.g., company policies, product information, or procedural guidelines) to consistently provide accurate answers and improve first call resolution. They can see real-time time customer sentiment that tells agents if the call is going in a positive or negative direction. Lastly, it provides agents with a live call transcript to quickly reference past details, reduce errors, and respond more accurately to customer inquiries.

5. What is AI Builder, and how does it support AI Agent Assist?

AI Builder is Intermedia's knowledge hub that allows businesses to upload and organize business-specific information (e.g., documents, PDFs, web links) to train AI Assistants. Admins can assign AI Assistant to a call queue, which then allows agents to engage it via chat to receive relevant and accurate answers to questions they may have.

6. How easy is AI Agent Assist to set up?

AI Agent Assist is designed for quick and simple deployment. Administrators can create AI Assistants in just minutes by uploading their knowledge sources into AI Builder—without requiring specialized AI training or programming.

7. How does AI Agent Assist handle data security and privacy?

At Intermedia, we take our responsibility to protect the security and privacy of our customers' data very seriously. To that end, when a customer uploads data to the AI Agent Assist tool, that customer data may not be used to train our general AI models or other customers' AI instances. For example, if you wish to create an AI Assistant to answer questions regarding your company's return policy, you would provide relevant information to the AI Assistant via documents (.pdf, .doc, or .txt files) or weblinks, and Intermedia's systems are designed to ensure that the information would only be used to help your AI Assistant answer those questions.

Additionally, AI Agent Assist operates within Intermedia's secure cloud environment, which follows industry standards for data protection. Intermedia's infrastructure is designed to ensure that a customer's data stays within the customer's environment and is handled in accordance with relevant security and privacy regulations.

Please note that you always have the ability to selectively enable or disable AI Agent Assist, as well as Intermedia's other AI capabilities within the Contact Center service, entirely or by call queue.

8. How much is AI Agent Assist?

AI Agent Assist is temporarily available as a 3-month free trial (beginning March 31, 2025) for anyone already using AI Call Insights, but we will eventually charge for this service. Contact Center Elite customers have AI Call Insights included in their subscription, and Contact Center Pro customers can add AI Call Insights for an additional charge.

Investing in AI Agent Assist will deliver a strong return on investment (ROI) because it:

- Increases agent efficiency and productivity – Reduces time spent searching for information, allowing agents to handle more calls in less time.
- Reduces average handle time (AHT) – Speeds up issue resolution by providing real-time access to relevant business knowledge.
- Lowers operational costs – Automates tasks like call transcription and post-call summaries, reducing manual effort and freeing up resources.
- Improves compliance and accuracy – Ensures agents provide consistent, approved responses, reducing compliance risks and costly errors.
- Enhances customer satisfaction (CSAT) – Resolves issues on the first call with fewer transfers, leading to improved customer retention and loyalty.

9. How can I get AI Agent Assist for my business?

AI Agent Assist is available as part of Intermedia Contact Center. Contact your Intermedia representative or visit www.intermedia.com to learn more.

QUESTIONS? CONTACT US TODAY!

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