



AI Agent Assist

Deliver Exceptional Customer Experiences
with Intermedia's 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 guidance at every step, your agents can confidently handle every interaction, delivering faster resolutions, higher customer satisfaction, and truly exceptional experiences.

Transform the way your team engages—enhance every customer conversation with Intermedia's AI Agent Assist

MAKE EVERY AGENT YOUR BEST AGENT:

BEFORE THE INTERACTION

AI Call Summary – Provide agents with a concise summary of a returning customer's last interaction, to help them personalize the conversation and resolve the interaction faster.

DURING THE INTERACTION

Real-time Access to Business Information – Agents can ask AI Assistant questions via chat during customer calls to quickly retrieve business-specific information (e.g., company policies, product information, or procedural guidelines) to consistently provide accurate answers and improve first call resolution.

Live Sentiment Analysis – Keep conversations positive with real-time time sentiment that tells agents if the call is going in a positive or negative direction.

Real-Time Transcription – Provide agents with a live call transcript to quickly reference past details, reduce errors, and respond more accurately to customer inquiries.

AFTER THE INTERACTION

AI Recap (Coming Soon) - Agents immediately receive an editable summary of the call with action items to expedite documentation and help them quickly get back to helping more customers.

The screenshot displays a call center interface with a yellow header bar. The header includes a logo, the text "MOUNTAIN VW CA • 12326667777", a microphone icon, a pause icon, a grid icon, a speech bubble icon, a plus icon, and a red "REC" button. Below the header, the interface is divided into several sections. On the left, there is a sidebar with icons for a headset, home, call details, and a search bar. The main area is titled "Call details" and contains a "Call Information" section with "Account Type: Summer VIP". Below this is a "Previous call summary" section for "Sienna James" dated "Feb 11, 5:16 PM" for "1m". The summary text reads: "The customer called to ask about expedited shipping options and gift cards as they wanted to send a surprise outfit for their sister. The agent guided the customer on purchasing gift cards through the Summer Jeans website and reviewed shipping times with the customer, offering to send an electronic gift card for immediate shipping." To the right of the summary is an "AI Agent Assist" chat window. It shows a message from the assistant: "assistant! Ask me anything!" at "12:48 PM". Below this is a question: "Does the Curvy Ripped Straight Jeans run true to size?" at "3:43 PM". The assistant's response is: "The Curvy Ripped Straight Jeans generally run true to size. However, if you like a more relaxed fit, you might consider sizing up. For the best fit, we recommend checking the size chart or comparing measurements from a pair of jeans you already own." at "3:43 PM". Below the chat is a "Please rate last message." button. At the bottom of the interface is a "Live transcription" window showing a conversation between a customer (C) and an agent (A). The transcription includes the following messages: C: "And I'm just not sure of the size." (01:19); A: "It's ok, I'll be happy to help." (01:25); A: "The Curvy Ripped Straight Jeans generally run true to size. However, if you like a more relaxed fit, you might consider sizing up. For the best fit, we recommend checking the size chart on our website or comparing measurements from a pair of jeans you already own. I'll be happy to send you the size chart." (01:40); C: "This is great. My email is daniella@girlslovejeans.com." (03:34); A: "Perfect. I will send it in a few moments." (03:42); A: "Is there anything else I can help you with?" (03:49); C: "No, this is perfect. Thank you." (03:53).

Agents see live sentiment to track how the customer's mood changes throughout the call.

AI provides a pre-call summary, so agents have the right context to handle the conversation effectively.

Agents chat with AI Assistant in real time during calls to instantly access company information and improve first call resolution.

Agents see a live transcription to follow the conversation in real time and easily reference key details during the call.

Interaction notes (optional)

Issue related with the last ticket created on Dec 12.

AI Summary
The customer called in to report an issue with a device on their account. The agent verified the customer's partner ID and account information and checked the device's provisioning status.

Next actions
1. Customer would generate a test call to see if the issue was resolved
2. Agent will follow up with the customer the next day to see if the matter was resolved or account configuration reset is needed

AI can make mistakes, check important info

AI Recap instantly captures key call details and next steps—no manual note-taking required.

EASILY CREATE AI ASSISTANTS USING AI BUILDER:

With AI Builder, admins can easily create AI Assistants tailored to individual call queues by uploading business-specific data — ensuring agents have quick access to relevant information like return policies for support or product details for sales.

REAL-TIME AI DELIVERS BETTER BUSINESS OUTCOMES:

AI Agents Assist's live sentiment analysis, transcription, access to business information, and post-call summary streamlines agent workflows, increases interaction effectiveness, and reduces manual effort which helps businesses to:



Increase Agent Bandwidth

Help agents quickly resolve calls with access to accurate, relevant information to increase the number of calls they can manage.



Fast Track Onboarding

Empower new agents with real-time answers to build confidence, reduce frustration, and improve engagement from day one.



Reduce handle time

Get agents back to take the next call by automating post-call documentation.



Improve customer satisfaction

Resolve customer issues the first time with fewer call transfers by giving agents the information they need.

QUESTIONS? CONTACT US TODAY!

Professional Telecommunications
Services, Inc.

(800) 365-1085

ask@ptscinti.com
www.ptscinti.com