

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

Powered by real-time Al 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 Al Agent Assist

MAKE EVERY AGENT YOUR BEST AGENT:

BEFORE THE INTERACTION

Al 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

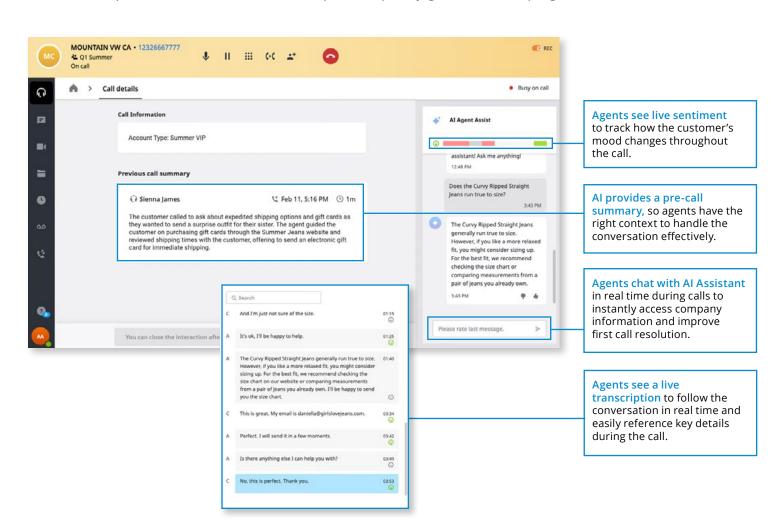
Real-time Access to Business Information – Agents can ask AI Assistant questions via chat during customer calls to quickly retrieve business-specific information (e.g., company policies, product information, or procedural guidelines) to consistently provide accurate answers and improve first call resolution.

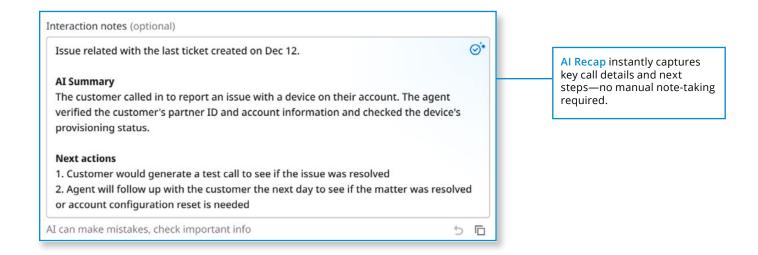
Live Sentiment Analysis – Keep conversations positive with real-time time sentiment that tells agents if the call is going in a positive or negative direction.

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

Al 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.





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:

Al 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!