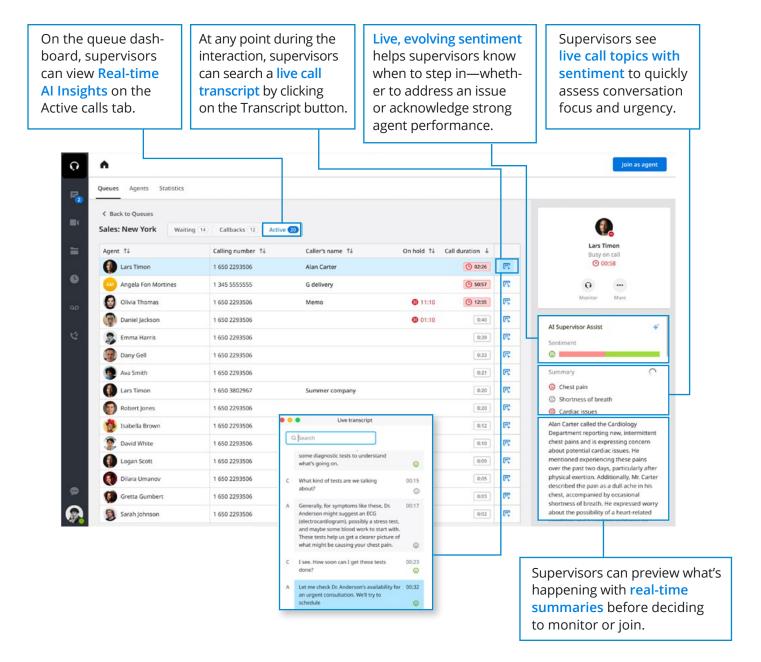


What if your supervisors didn't have to wait for a call to end to know something was going wrong? What if they could see live customer sentiment, follow the conversation as it's happening, and give agents feedback in the moment?



AI SUPERVISOR ASSIST

Uses real-time AI to make that possible. It continuously analyzes live calls, surfaces key insights such as sentiment and conversation topics, generates running summaries, and gives supervisors the option to intervene with a click.





REAL-TIME AWARENESS

Supervisors don't have to wait for reports. They can see exactly what's happening across queues and calls while it's happening so they can prioritize which calls need attention, understand context without delay, and step in early if needed.

- Track sentiment for every interaction in a queue as they evolve throughout a call.
- Monitor queue health and hold times across teams.
- Preview running Al summaries to quickly assess a conversation.
- Open a live transcript to see what's being said in real time.



LIVE COACHING AND SUPPORT

Al Supervisor Assist gives supervisors multiple ways to help agents during live interactions, without disrupting the customer experience.

- Whisper suggestions directly to agents.
- Send quick guidance via chat in Unite.
- Join the call if more direct support is needed.



SMARTER TEAM MANAGEMENT

Al Supervisor Assist pairs with Al Agent Evaluator to give supervisors real-time awareness during calls and deeper insight after they end.

- Use custom scoring templates to follow up on live coaching for feedback.
- Auto-assign evaluations when keywords or phrases appear.
- Review and resolve feedback with agents through a shared evaluation view.

WHAT'S THE ROI?

Even one avoided escalation per day can potentially make a big impact.

\$50 Per avoided escalation (based on saved time, fewer discounts, and better resolution)

× **20** Business days

= **\$1,000**/month in value

Al Supervisor Assist helps supervisors work smarter, respond faster, and improve performance while the call is still happening.

QUESTIONS? CONTACT US TODAY!

Professional Telecommunications Services.

(800) 365-1085

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