



AI Supervisor Assist

Equip supervisors with real-time insight and tools to act when it matters most.

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.

On the queue dashboard, supervisors can view **Real-time AI Insights** on the Active calls tab.

At any point during the interaction, supervisors can search a **live call transcript** by clicking on the Transcript button.

Live, evolving sentiment helps supervisors know when to step in—whether to address an issue or acknowledge strong agent performance.

Supervisors see **live call topics with sentiment** to quickly assess conversation focus and urgency.

The screenshot displays a supervisor's interface. On the left, a sidebar contains navigation icons. The main area shows a 'Queues' tab with a table of active calls for 'Sales: New York'. The table includes columns for Agent, Calling number, Caller's name, On hold, and Call duration. A 'Transcript' button is visible next to the first call by Lars Timon. A 'Live transcript' window is open, showing a conversation between a customer (C) and an agent (A) about diagnostic tests. To the right, a 'Join as agent' button is at the top. Below it, a call summary for Lars Timon is shown, including a sentiment bar (green) and a summary of the call topics: Chest pain, Shortness of breath, and Cardiac issues. A detailed summary of the call is also provided.

Agent	Calling number	Caller's name	On hold	Call duration
Lars Timon	1 650 2293506	Alan Carter	02:26	
Angela Fon Mortines	1 345 5555555	G delivery	50:57	
Olivia Thomas	1 650 2293506	Memo	11:10	12:35
Daniel Jackson	1 650 2293506		01:10	0:40
Emma Harris	1 650 2293506			0:39
Dany Gell	1 650 2293506			0:33
Ava Smith	1 650 2293506			0:21
Lars Timon	1 650 3802967	Summer company	0:20	
Robert Jones	1 650 2293506			0:20
Isabella Brown	1 650 2293506			0:12
David White	1 650 2293506			0:10
Logan Scott	1 650 2293506			0:09
Dilara Umanov	1 650 2293506			0:05
Gretta Gumbert	1 650 2293506			0:03
Sarah Johnson	1 650 2293506			0:02

Live transcript

some diagnostic tests to understand what's going on.

C What kind of tests are we talking about? 00:15

A Generally, for symptoms like these, Dr. Anderson might suggest an ECG (electrocardiogram), possibly a stress test, and maybe some blood work to start with. These tests help us get a clearer picture of what might be causing your chest pain. 00:17

C I see. How soon can I get these tests done? 00:23

A Let me check Dr. Anderson's availability for an urgent consultation. We'll try to schedule. 00:32

AI Supervisor Assist

Sentiment

Summary

- Chest pain
- Shortness of breath
- Cardiac issues

Alan Carter called the Cardiology Department reporting new, intermittent chest pains and is expressing concern about potential cardiac issues. He mentioned experiencing these pains over the past two days, particularly after physical exertion. Additionally, Mr. Carter described the pain as a dull ache in his chest, accompanied by occasional shortness of breath. He expressed worry about the possibility of a heart-related

Supervisors can preview what's happening with **real-time summaries** before deciding to monitor or join.



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 AI summaries to quickly assess a conversation.
- Open a live transcript to see what's being said in real time.



LIVE COACHING AND SUPPORT

AI 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

AI Supervisor Assist pairs with AI 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**

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

QUESTIONS? CONTACT US TODAY!

Professional
Telecommunications Services.

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