

BOOST CUSTOMER EXPERIENCE AND OPERATIONAL EFFICIENCY WITH NEXT LEVEL AI

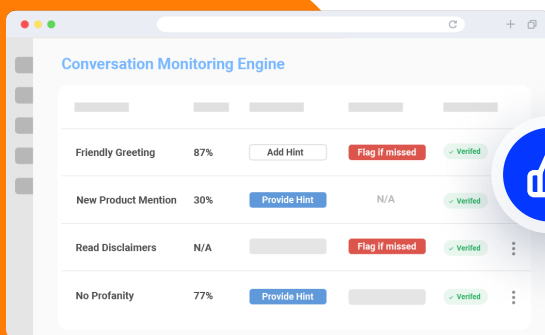
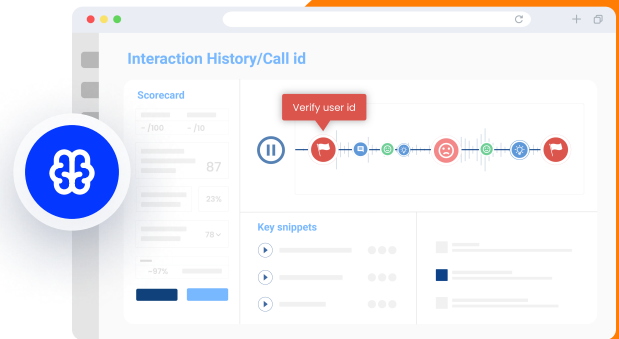


Level AI develops advanced AI applications that empower customer-facing teams to deliver exceptional customer experiences. From automating QA, assisting agents, and unveiling strategic customer insights to business leaders, our state-of-the-art AI-native solutions analyze 100% of customer interactions in real-time augmenting the modern workforce with next-level intelligence. Level AI leverages the power of Five9 to deliver the #1 platform for customer intelligence and service automation



Generative AI & Semantic Intelligence Engine

- At the forefront of Generative AI with purpose-built models for each use case: from auto-summaries, auto-scoring of conversations (QA-GPT), auto-generated customer queries, self-generated agent coaching plans, and VOC feedback categorization
- Superior Semantic Intelligence: using NLU (Natural Language Understanding) identifies key conversation moments and intent with 2x the accuracy and none of the maintenance and set up of legacy keyword-based legacy systems



GPT-Automated Quality Assurance

- Cutting edge QA-GPT model scores your conversations based on your company's custom scorecards.
- No more black-box scoring based on keywords, or customer perceived sentiment. QA-GPT follows the questions in your scorecard to a tee.
- QA-GPT provides written explanation for each score with evidence from the conversation
- QA reports and dashboards for a complete view of your QA program and agents' performance
- Level AI automatically assigns conversations for manual reviews based on criteria such as topic, key conversation moment, QA score, sentiment, agent, etc.

"LEVEL AI was a game changer. It removed all of the manual and tedious work from the QA auditors' plates and gave them time to focus on training, coaching, and helping agents. And I have complete visibility into my agents' performance."

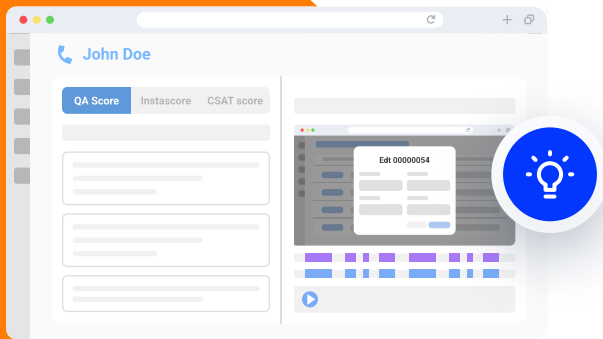
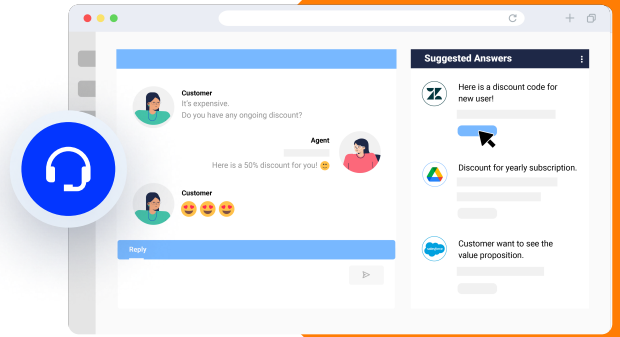
Erin Tillery, Sr. Service Excellence Manager At Affirm.

■ Live Agent Coaching

- Create rich, personalized coaching plans for each agent
- Easily search for coachable conversations and moments and add them to their coaching plan
- Track agent performance improvement over time

■ Real-Time Agent Assist

- Surfaces the relevant knowledge article at the right time
- Provides real-time hints
- Automatically summarizes and wraps up calls

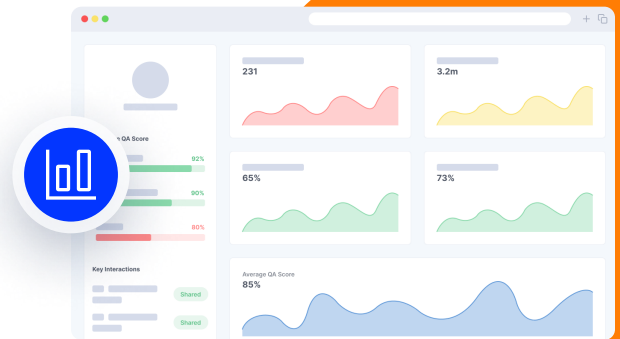


■ Agent Screen Recording

- Leverage the synergy of audio and video recording through the agent screen recording solution to offer a comprehensive QA experience.
- Automated PCI and PII entity-level redaction using Computer Vision
- Capture interaction across voice, email, and chat with the screen recording application that can be easily installed on Windows and macOS operating systems.

■ Reporting & Analytics

- Contact Center Analytics: birds eyes view and deep dive across all of the contact center KPIs
- Out-of-the-box reports and dashboards, and all-you-can-eat ad-hoc analytics



The Results

QA auditors

90% Time Save in QA monitoring.

Agents

45% Increase in ASAT (Agent Satisfaction)

Customers

30% increase in CSAT Score

Business Leaders

100% visibility into VoC insights

Contact Center Leaders

20% increase in Contact Center Efficiency