

EMPOWER YOUR AGENTS, TRANSFORM CONTACT CENTER PERFORMANCE: EXPERIENCE THE POWER OF NEXT LEVEL AI AGENT ASSISTANCE

Agent Assist guides agents through coaching, automation, and assistance to ensure every agent is a star performer. Leverage industry-leading real-time transcription, knowledge generation based on vector matching, and pioneering generative AI case summarization for your contact center. Deliver better customer satisfaction with lower AHT and higher FHR.

Join the customer-first revolution with the likes of :

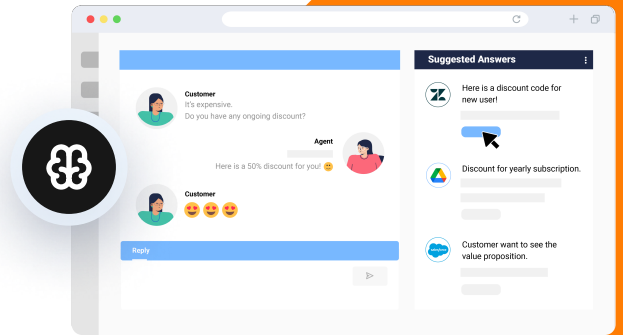


Real-time Contextual Information

- Agent Assist provides timely hints, reminders, next best actions and relevant knowledge base information for a seamless customer experience
- Agents can train the AI for your business use case in real time by providing feedback on the AI suggestions

Call Wrap Up

- Self-supervised custom BERT model for auto summarization of conversations reduces the call wrap-up time by over 50%
- Deep two-level categorization AI automatically tags every conversation by topic and subtopic

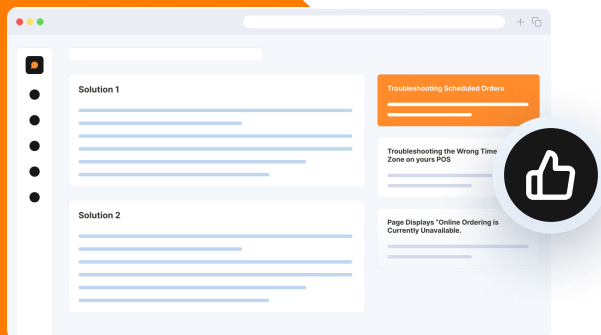


AgentGPT

- AgentGPT is trained on your organization's data, allowing it to auto-generate accurate answers to customer questions specific to your business
- Cutting edge QA-GPT model uses your existing scorecards with no integration effort or you can build your custom QA scorecard with our comprehensive question library

Simple AI Management

- Easy to maintain AI without a clunky and archaic keyword system to update
- Train Agent Assist to detect scenarios and tags for your business with just a few phrases



"LEVEL AI has been a pleasure to work with. The user interface and tool are easy to use with practical features built-in. Their conversation intelligence platform is unlike anything we have seen in this space. We truly see Level AI as a partner."

Chris Lewis, Product Manager At InfoCision.