

BOOST CONTACT CENTER PERFORMANCE WITH NEXT LEVEL AI

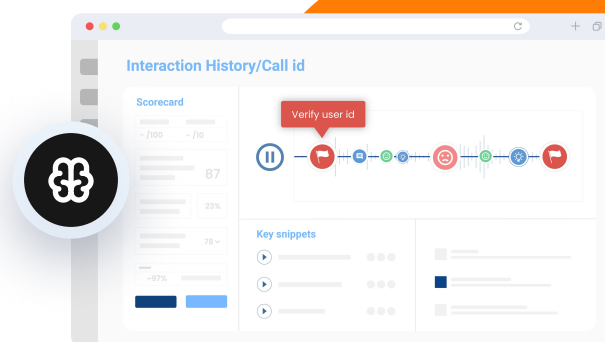


Level AI develops advanced AI technologies for the omnichannel contact center. From automating QA, assisting agents, and unveiling strategic customer insights to business leaders, our state-of-the-art AI-native solutions empower customer-facing teams to deliver exceptional customer experiences while being more operationally efficient.



Generative AI & Semantic Intelligence Engine

- At the forefront of Generative AI with purpose-built models for each application: 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

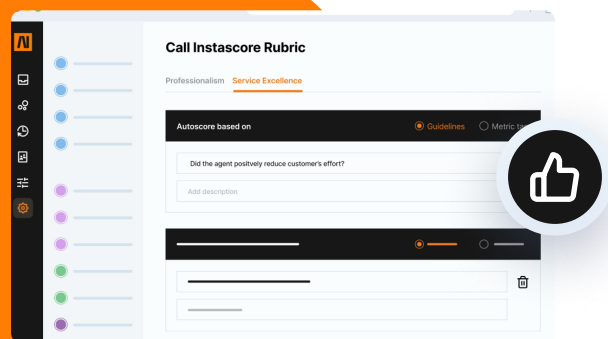


GPT-Automated Quality Assurance

- Omniscient AI that scores 100% of conversations on every channel (call, chat, or email) with near human accuracy
- Cutting edge QA-GPT model scores your conversations based on each question of 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

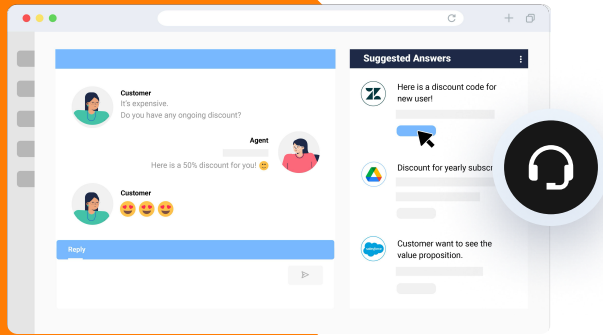
Agent Screen Recording

- Leverage the synergy of audio and video recording through the agent screen recording solution to offer a comprehensive QA experience..
- Screen recording that detects security threats, fraudulent activities, and auto-redacts sensitive PCI/PII data.



"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

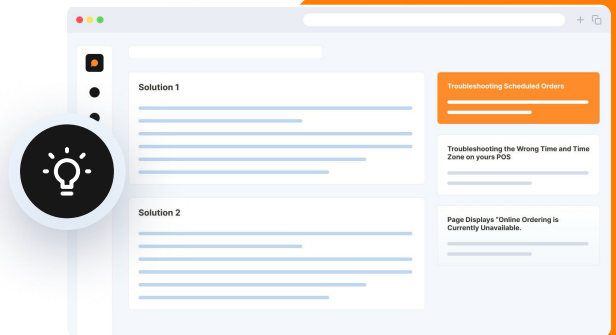
- Create rich, personalized coaching plans for each agent
- Easily search for coachable conversations and moments and add them to their coaching plan
- Track agent performance improvement over time

Real-Time Agent Assist

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

AgentGPT

- Auto-generate expert answers to customer questions
- Self-learns enterprise knowledge and continuously improves based on agent feedback
- Gives agents the most accurate answers, in real time
- Empowers agents to become experts with reduced onboarding time
- Enhances agent productivity and improves both agent and customer satisfaction



Reporting & Analytics

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

Voice of the Customer Insights

- Voice of the Customer Insights mines 100% of conversations to deliver a comprehensive and genuine view of the customer experience, needs, and wants, along with actionable insights.
- Proactively unveils real time hidden trends and emerging themes, uncovering unknown issues and getting to the root cause of them automatically

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