Comstice

AI Agent Assist

Data Sheet



Why AI Agent Assist

Comstice AI Agent Assist helps call center agents to handle calls from any skill, even when they are not fully trained for.

AI Agent Assist can be hosted on-premises or in the cloud.

Eliminate IVR: Single agent handles all the conversation

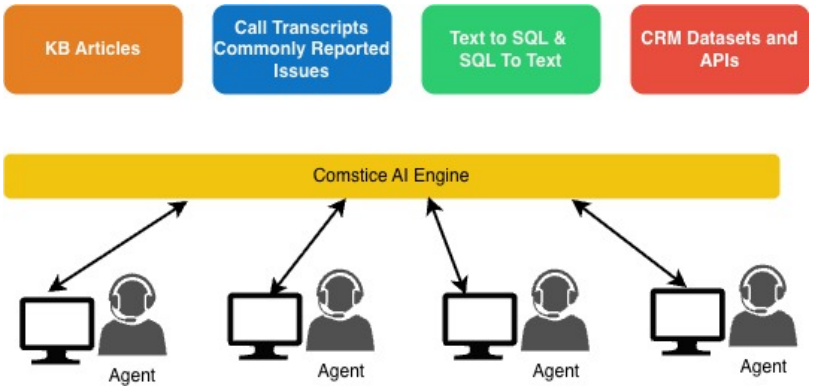
The ideal customer experience is to eliminate any friction and being able to talk to someone without any IVR menus and without being transferred multiple times.

Using AI Agent Assist, agents receive recommendations for the customer's questions. They can also use the AI bot to ask questions and retrieve answers.

Benefits of AI Agent Assist

It helps agents to have higher utilization and handle more calls with the same number of agents. Since there will be no skill-based routing needed.

Another benefit is to eliminate friction caused by call center IVRs;



AI Agent Assist Infrastructure

AI Agent Assist has three parts;

1. Media Handling: Getting a copy of the audio session and transcribing real-time

2. Creating a knowledge base and AI chatbot using the transcripts of historical recordings and existing knowledge base articles. This can also be extended into internal databases and CRM.

3. Agent Interface: Agent widget on agent's screen to interact with AI Agent Assist

Training Your AI Model

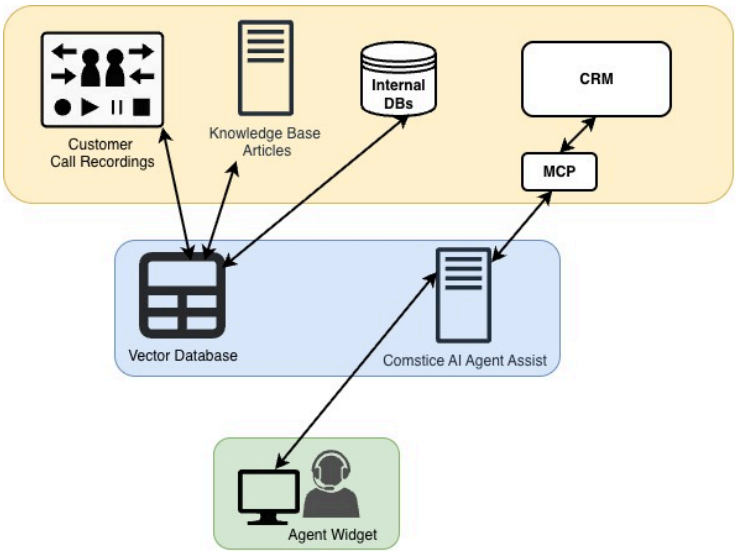
There are four sources of data for training your Agent Assist AI model;

1. Existing knowledge base articles

2. Historical call recordings

3. internal customer databases

4. CRM



Step 1: Creating a list of commonly asked questions

Using existing call recordings, AI Agent Assist can create call transcripts and list the commonly asked questions. Even though the answers may be customer-specific, questions are often similar.

Step 2: Mapping articles, CRM prompts and data queries into these questions

We can manually or automatically map those questions into certain prompts to query internal database and CRM. We can also list the identified resolutions from call recording transcripts. Your specialists can manually validate and approve the mapping, if preferred.

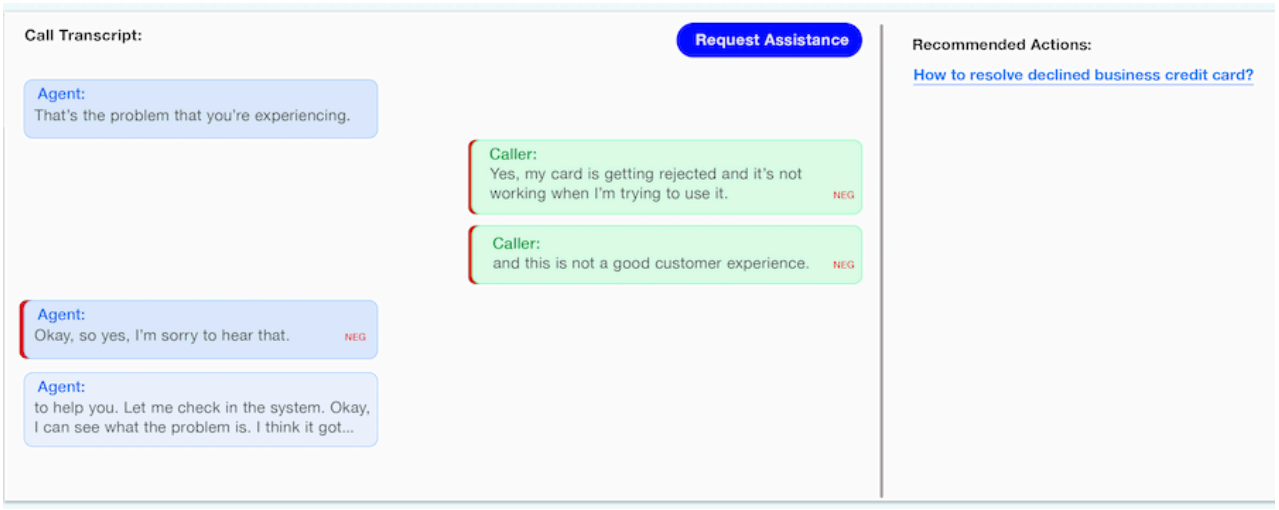
Step 3: Agent Interface

Agents can ask questions to AI bot and will also receive action plan as the customer question is identified by real-time call transcripts.

If the customer question could not be handled by the agent, the call is flagged and handled by the callback team.

Agent Widget

AI Agent Assist agent widget helps agents to have real-time call transcripts, recommendations about the next steps and acces to AI chatbots. This can be implemented into agent's screens in any contact center infrastructure.



Resource Requirements and Pricing

On-Premises

If the solution will be hosted on-premises, there will be GPU resources needed. Comstice applications run on Linux VM as Docker containers or using Kubernetes. GPU resources will help real-time transcripts and AI Bot activity.

Cloud-Hosted

In the cloud-hosted model, the pricing is based on the usage.

Start With the Cloud and Move to On-Premises

You can also start in the cloud and move to on-premises afterwards.

Pricing

In the on-premises, the pricing is based on the number of concurrent sessions. In the cloud model, it is usage-based. Both options will also have the professional services cost for the deployment and model training.

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Thank You

Please contact sales@comstice.com
for demos and callback.