

# Co-Pilot for Contact Centers

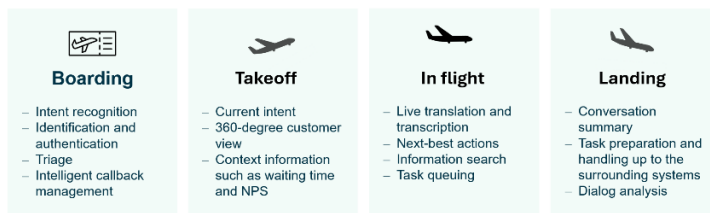
Just as a copilot assists the captain with data and facts, a Co-Pilot IT solution in contact centers can provide valuable support for processing customer queries. Used correctly, conversational AI improves the customer experience and the everyday lives of employees.

## From a cost center to a value center

The Co-Pilot, often also called Agent Assist, helps make customer service more attractive for all involved – from callers to agents to the head of the contact center. It is a virtual assistant that by means of AI provides targeted support before, during, and after every customer interaction.

It shortens the average handling time (AHT) by performing identification and triage procedures, supporting the agents in real time with recommendations, contextual information, and answer suggestions, and taking over concluding administrative tasks.

With the help of a Co-Pilot, contact centers generate added value and contribute to the overall success of the company.



## Your benefits

- **Optimal preparation for conversations** thanks to a 360-degree customer view with relevant context information in real time
- **Improved employee experience** by focusing agents on value-adding activities
- **Increased dialog quality** thanks to recommendation of optimal follow-up actions (e.g., checking data quality, cross-selling, and upselling)
- **Increased efficiency** by taking over administrative tasks (e.g., identification, triage, summarizing, editing e-mails and reports)
- **Easy fulfillment of quality and compliance requirements** thanks to systematic documentation
- **Increased employee satisfaction** thanks to support, expanded tasks, and continuous improvement

## Use

- **Boarding**  
The caller's data and query are recorded automatically and then forwarded to personnel with the appropriate expertise.
- **Takeoff**  
The agents receive a concise and clear preview of the caller data so they can prepare themselves efficiently for the customer call.
- **In flight**  
The agents can direct their full attention to the conversation while receiving continuous support, such as an analysis of the customer query, simultaneous translation, next-best actions, and live transcription.
- **Landing**  
The call is efficiently finished up, including an automated summary of the call and the completion of follow-up tasks.

## Solution highlights

- Scalable and multilingual (including Swiss German)
- Flexible and seamless system integration
- Hosting on-premises, in the cloud, or as a managed service
- Data protection and compliance

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