

Five9 Agent Assist

Use artificial intelligence to dramatically improve CX, team performance, and business outcomes.

Getting customer experience (CX) right starts with your contact center agents. But with the increasing complexity of live interactions, agents can feel pressured and burned out, resulting in lower productivity and higher turnover. The agent experience and the tools they use need to evolve to meet elevated customer demands.

Many organizations are turning to artificial intelligence (AI) to make agents' jobs easier, engaging, and more meaningful. Five9 Agent Assist harnesses the power of AI, machine language, and natural language processing to provide real-time intelligence and automation to help agents be more effective and productive.

Empowered by relevant information and the next-best-action guidance, agents can focus on the customer to deliver a more personalized, human experience. Moreover, leaders can gain instant visibility into trends to optimize performance.

Agent Assist is a practical and powerful AI solution that simplifies building solutions to fit your business needs. At the core, it creates *collaborative intelligence* by combining the unique skills of people and smart machines, where both augment the other's capabilities. Overall, it results in a dramatic improvement in customer experience, team performance, and business results.

Make Agents More Effective

Five9 Agent Assist provides the resources your agents need to have a smart customer conversation every time. Agent Assist acts as a personal assistant that automates repetitive work so that agents focus their energy on helping customers.

Real-time Guidance at Every Step

Agent Assist analyzes the customer's intent and requests in real time. Based on that analysis, it presents the agent with guidance cards with automatic reminders or knowledge base articles. Guidance cards present agents with the relevant information at the agent's fingertips, reducing their response time, helping them more effectively navigate the conversation, and achieve the best outcomes.

AI Checklist*, another real-time feature, presents agents with a sequential task list based on the call intent. It automatically tracks the agent's verbal actions and checks off the items from the list. Typical use cases of these real-time assistance features include:

- Reminding agents to read HIPAA compliance or specific disclosure statements
- Assisting with objection handling
- Presenting upsell opportunities
- Improving call quality
- Reducing new agent ramp-up time



Benefits

- Reduce average handle time (AHT)
- Improve agent experience
- Increase customer satisfaction by providing relevant, timely information
- Improve upsell, call quality, and compliance

Features

- Real-time, in-call guidance and checklists
- Real-time call transcription and summaries
- Conversation insight reporting
- No-code AI model development interface

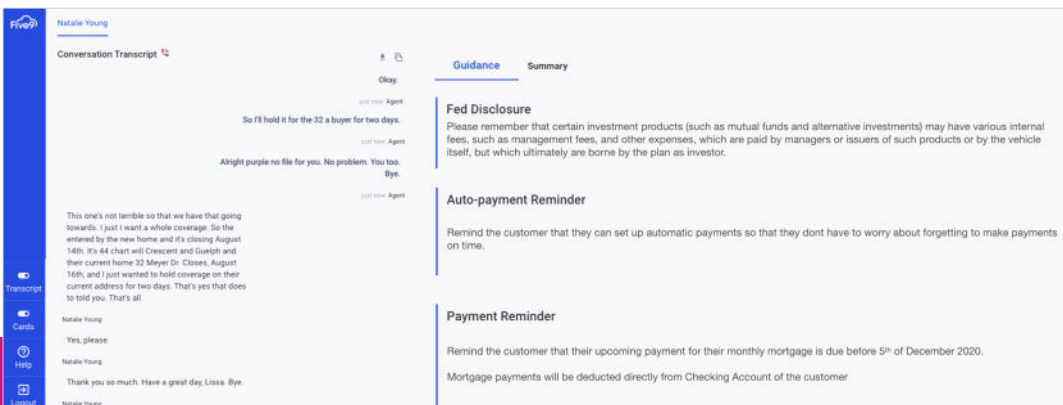


Figure 1:

Coaching cards remind the agent to request payment during the call.

Automation to Reduce Workload

Agent Assist reduces contact handle time and after-call work. Automatic, real-time transcription of conversations between agents and customers frees agents from notetaking. Agents can reference back to the live transcript if they miss any part of the conversation, ensuring they understand what the customer has said without asking them to repeat it.

In addition to transcription, Agent Assist creates a call summary* as the agent speaks with the customer, outlining each step that takes place during the call. Once the call is complete, Agent Assist automatically adds the summary to your CRM or database of choice. These auto-generated summaries are accurate and consistent across the calls, campaigns, and agents. Agent engagement and satisfaction improve as they spend less time doing the mundane, after-call work and spend more time solving customer issues.

Provide Leaders with Actionable Insights

Agent Assist comes with comprehensive, out-of-the-box, interactive visual dashboards so managers can monitor, measure, and analyze data on critical KPIs. In addition, managers can easily search and view call recordings, transcripts, and summaries to understand customer sentiments and intents as well as what topics drive call volumes. It empowers them to drill down and quickly uncover which agents adhere to best practices or go off-script. Managers can take immediate action, identify agent training needs, and adjust workflows to improve customer engagement.

Empower Your Team with Practical AI

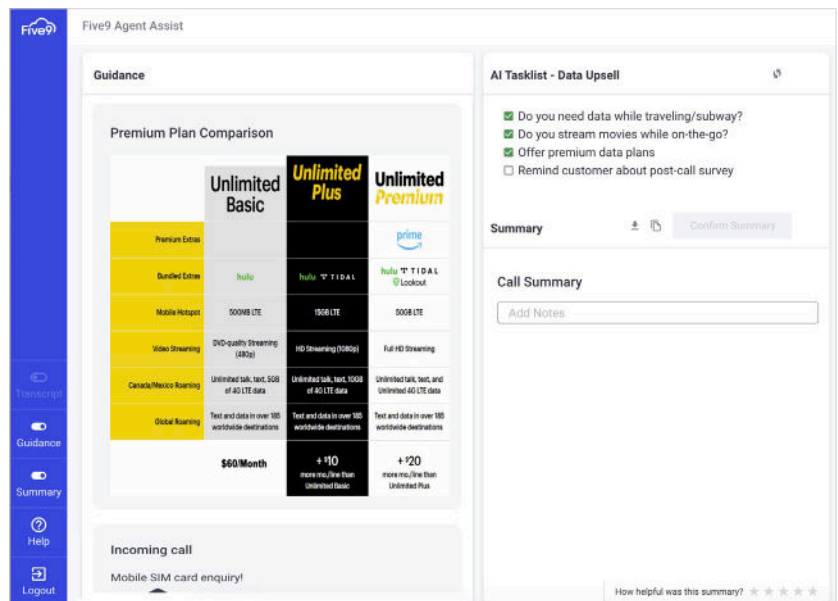
Agent Assist includes a no-code ML interface that allows non-technical users to define, train, and deploy their own AI models without specialized expertise. You can easily add or remove new intents, train, and customize the AI behavior to suit your operational needs. With user-friendly tools, it is easy to configure next best actions, including real-time coaching cards, guidance cards, and checklists in just a few clicks.

Want to learn more about how Five9 Agent Assist can help you drive smarter conversations and better team performance? Visit www.five9.com/agent-assist to get started.

*Beta feature

Figure 2:

Agent Assist provides a checklist of tasks for mobile data upsell.



Agent Assistance

- Real-time coaching cards, AI checklists, and call transcription
- Accurate and consistent call summarization
- Knowledgebase articles

Agent Assist Insights

- Top customer and agent intents, guidance, and summary usage
- AHT and task-fulfillment trending
- Agent task performance
- Transcript, call recording, summary viewer

AI Model Development

- Assistant definition and training
- Configuration for guidance cards, summaries, and AI checklists

