

Agent Assistant Suite

Strengthen Employee Experience (EX) & improve Customer Experience (CX) by guiding agents in real-time through complex interactions to ensure first contact resolution.

Boost Sales by ensuring that cross-sell and up-sell opportunities are not missed with real-time prompts from the Knowledge Base and other 3rd party applications.

Improve Quality of conversations across contact channels by providing real-time coaching and knowledge suggestions during the interaction.

Reduce AHT by identifying customer intent automatically and summarizing the interaction for storage in the CRM.

Ensure Compliance with regulations by pushing real-time script notifications to agents and redacting Personal Identifiable Information (PII), where required.

Agent Assistant Suite provides a complete AI-powered set of the most important tools and real-time functionalities that contact center agents need.

UNIQUE FEATURES:

Agent Guidance – provides agents with real-time process support based on the content of the interaction.

Real-Time Knowledge – delivers information and suggests articles from the knowledge base to the agent

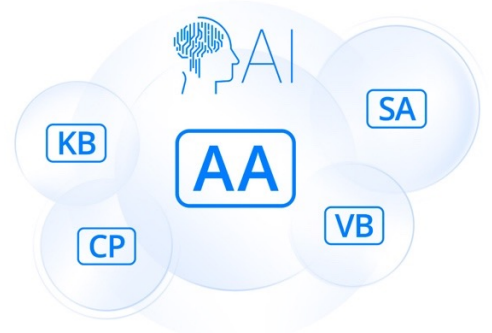
Real-Time Coaching – support agents during interactions in line with the existing quality standards and regulatory requirements.

Summarization – provision of a concise and informative summary for storage in the CRM.

Flexibility - every customer is unique, thus features and functionalities can be added or de-activated based on various customer requirements.

AA

Agent Assistant Suite for unified workspace



Spitch is a global provider of B2B and B2C Conversational AI solutions, founded in Switzerland in 2014, with an extensive presence across Europe, Middle East, Central Asia, North and Latin America.



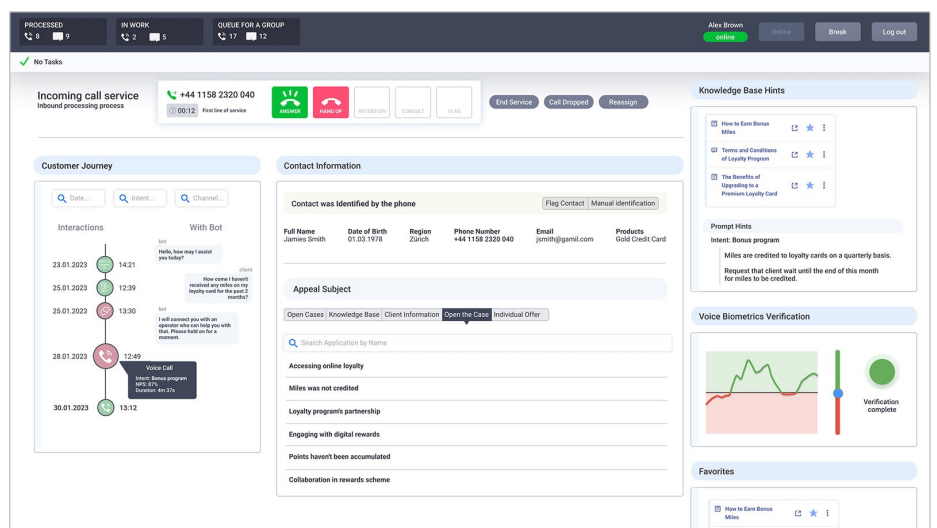
FIRST CLASS SUPPORT FOR LARGE LANGUAGE MODELS (LLMs) & FLEXIBLE IMPLEMENTATION STRATEGY:

Leveraging LLMs:

Agent Assistant Suite (AA) benefits from the intelligent utilization of state-of-the-art LLMs with no risk to customer data, and integrates seamlessly thanks to a unified NLU core.

Implementation Strategy:

Spitch platform can be installed in the cloud (SaaS) or implemented on-premises in line with the customer's digitalization strategy.



Spitch provides a full stack of omnichannel conversational AI solutions that improve customer experience and reduce costs

VA Virtual Assistants

SA Speech Analytics

VB Voice Biometrics

CP Chat Platform

KB Knowledge Base

AA Agent Assistant Suite

Spitch AG
 Kreuzstrasse 54
 CH-8008 Zurich
 +41 44 542 82 66
 info@spitch.ch
 https://spitch.ch