VCP SOLUTIONS
VOICE. CONNECTIVITY. PERFORMANCE.

DATASHEET



Contact Center AI Agent Assist: Automated Suggestions

Let AI handle the search—so your agents can stay focused on the customer.

AUTOMATED SUGGESTIONS

Automated Suggestions is a feature of Contact Center AI Agent Assist that delivers real-time, AI-powered responses based on live voice transcripts. The system analyzes the live conversation, identifies the customer's unanswered question, and provides a relevant response from the knowledge base. Agents can focus entirely on customers without pausing to search for information, delivering faster, more consistent responses that improve both agent efficiency and customer satisfaction.

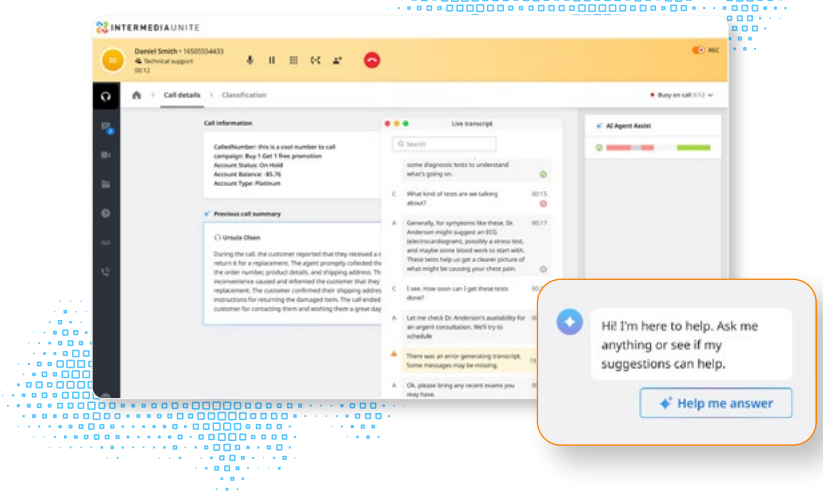
REAL-TIME HELP, POWERED BY AI

Allow agents to focus on the conversation. Let AI surface the answers.

- **One-click automation:** Trigger transcript analysis with the click of a button—no input required.
- **Smart transcript analysis:** AI identifies the customer's most recent unanswered question.
- **Context-aware responses:** AI pulls the best-matched answer from the queue's AI knowledge base.
- **Instant visibility:** Agents see the question and AI response, complete with a source link and a thumbs up/down feedback option to help improve the AI model.

HOW EACH USER BENEFITS FROM AUTOMATED SUGGESTIONS

For Agents:
Agents receive instant answers without needing to type, allowing them to stay fully engaged in the conversation. Automated Suggestions keeps agents focused, confident, and responsive throughout the conversation, enabling them to resolve issues quickly and efficiently while creating a better customer service experience.



For Customers:
Customers benefit from faster responses without awkward pauses, receiving more accurate and relevant information. The result is a smoother, more satisfying call experience.

For Admins & Supervisors:
Admins and supervisors can ensure consistent answers across teams while capturing agent feedback to continually train and improve the quality of the AI model. This improved experience directly benefits the business by increasing key performance metrics such as First Contact Resolution (FCR) and reducing average handle time (AHT), which in turn drives increased customer loyalty and a more positive brand reputation.

Automated Suggestions makes AI assistance truly effortless—delivering the right answer at the right moment, without disrupting the flow of the conversation. This simple upgrade delivers measurable value to your agents, customers, and your entire organization.

QUESTIONS? CONTACT US TODAY!

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