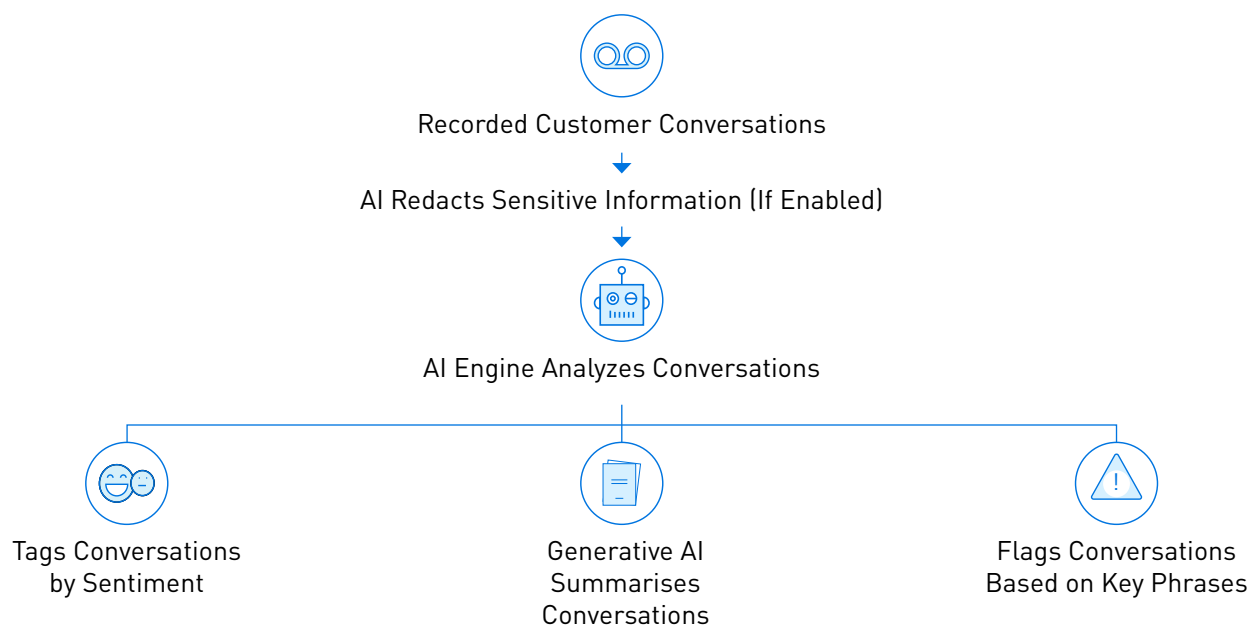# Contact Centre AI Interaction Insights

INCREASE CUSTOMER SATISFACTION WITH AI-POWERED WORKFLOWS

Improving your customer experience can be challenging when your team lacks the time and visibility to ensure they're meeting customer expectations. Fortunately, Contact Centre AI Interaction Insights powered by Elevate Ignite AI solves that using Generative AI to automate time-consuming tasks for a better customer experience.

WHAT IS GENERATIVE AI?

Generative AI is a type of artificial intelligence that can create new and original content, such as images, music, or text, on its own. It analyses patterns in existing data like customer calls and then uses those patterns to generate new content like call summaries.

AI AND CONTACT CENTRE

Recorded Customer Conversations

↓

AI Redacts Sensitive Information (If Enabled)

↓

AI Engine Analyzes Conversations

Tags Conversations by Sentiment

Generative AI Summarises Conversations

Flags Conversations Based on Key Phrases

# BETTER CUSTOMER EXPERIENCES POWERED BY ARTIFICIAL INTELLIGENCE

Contact Centre AI Interaction Insights is designed to save you time while improving your customer experience by automating frontline workflows and removing the guesswork from quality management.

AI Call & Voicemail Transcription and Redaction

AI transcribes inbound and outbound calls using natural language processing (NLP). AI Transcription Redactions removes sensitive information (if enabled). It then makes transcriptions searchable using keywords.
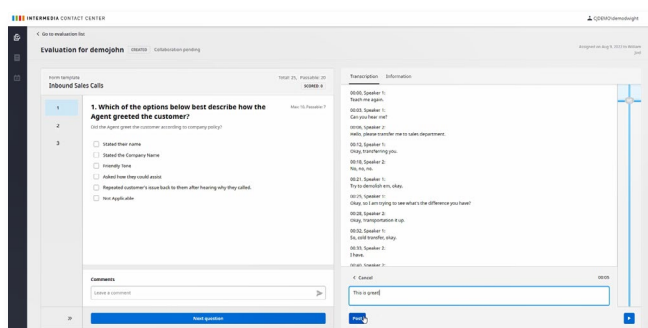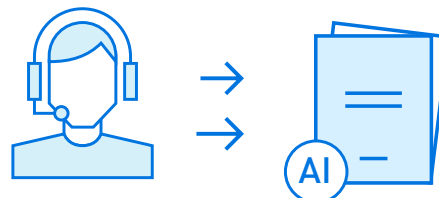
AI Evaluator

Improve quality management by automatically assigning calls that mention keyphrases (e.g., "broken", "I want to cancel") to supervisors and allow them to read transcripts and summaries within Contact Centre's Evaluator Tool.

AI Sentiment Analysis

Use AI to analyse and tag a call as positive, negative, or neutral and let supervisors search conversations by sentiment to focus on the conversations with the biggest business impact.

AI Interaction Summary (Beta)
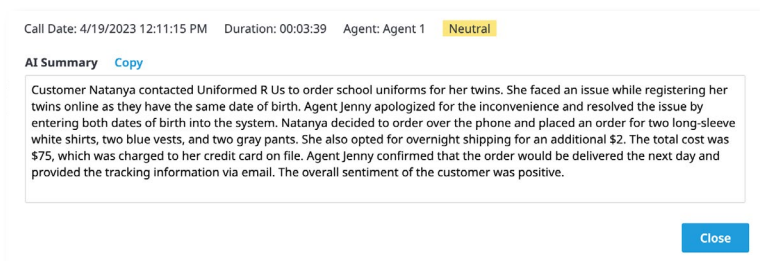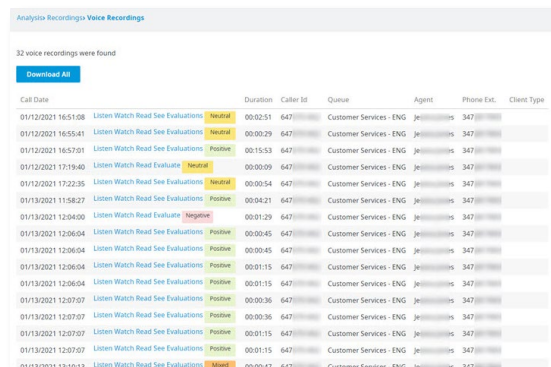
Automatically generate accurate, unbiased summaries using AI to simplify call reviews and present the summary to the frontline user when the caller returns for immediate context before answering.

QUESTIONS? CONTACT US TODAY!

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