

Five9 Agent Assist

Dramatically improve agent efficiency and reduce costs with practical AI

Now more than ever, the contact center is the front door for many businesses as customers move away from brick and mortar to online. To that end, businesses like yours are constantly looking for ways to improve efficiency and reduce costs while providing the best possible customer experiences.

Five9 is investing heavily in artificial intelligence (AI) and machine learning (ML). As this technology sweeps across the contact center, our focus is on practical applications for AI.

Five9 Agent Assist provides your contact center with a practical application of AI that immediately improves agent performance, helps you reduce costs, and empowers you to provide great customer experiences.

"With Five9 Agent Assist, agents had an easier time dealing with customers which resulted in shorter call times."

Steele Anderson, Senior Manager Sales Operations, Womply

Five9 Agent Assist

Five9 Agent Assist is part of the Genius AI platform of products, which includes Five9 Intelligent Virtual Agent, Five9 VoiceStream, and Agent Assist. Virtual Agent uses AI/ML techniques to automate and provide natural language, voice-driven self-service. VoiceStream provides an easy-to-use API that extends Five9 AI capabilities via our partner ecosystem.

Agent Assist uses AI and ML technology to assist human agents during calls by performing several tasks in the background. It automatically transcribes calls, summarizes them in real time, and provides them to the agent to assist during call interactions and after call work – with no impact on agents' normal workflows. Upon completion of the

call, Agent Assist automatically adds the call summary to your CRM or database of choice, further reducing after call work.

Additional applications of practical AI include real-time guidance and knowledge base integration. With real-time guidance, Agent Assist can automatically guide agents on a variety of topics, such as reminding them of compliance statements and regulatory issues. With Agent Assist knowledge base integration, relevant articles can automatically be surfaced to help guide agents to the best possible customer service outcomes.

By focusing on practical AI to solve business challenges, Agent Assist provides tangible ROI for today's contact center. Agent Assist helps contact centers realize immediate cost savings based on time saved by agents on each call. Time previously spent on during and after call work – or searching for the right information to help customers – can be significantly reduced. This time savings is directly shifted to the bottom line.

Agent Assist is powered by Google Cloud and Google CCAI technology, which provides best-in-class speech recognition and natural language understanding capabilities. On top of this foundation, Five9 has added its own technologies, including its unique AI model generation methodology and assisted summary ML algorithms.

Real-time Call Transcription

Agent Assist automatically transcribes conversations between agents and customers and provides this information directly to agents. Real-time transcription frees agents from laborious notetaking, which allows them to focus on each customer's request for assistance. This provides a "second pair of ears" on each call, helping the agent to understand what the customer has said, without asking them to repeat it.

Real-time Call Summaries

Of utmost importance in the contact center is understanding what happened on each call. Historically, this is solved using dispositions



Features

- Real-time call transcription
- Real-time call summaries (supports agent and customer side conversations)
- Reporting on call topics based on conversations between agents and customers
- CRM integration
- Agents can also copy/paste summaries to CRM (if CRM integration is not desired)
- Agent reminders
- Agent guidance
- Automated after call work
- HIPAA compliant
- PCI compliant

Benefits

- Reduced during and after call work for agents
- Lower contact center costs
- Improved accuracy of call transcripts and summaries
- Consistent call notes across agents
- Customizable details for summaries based on call types
- Added input for supervisor and QA management
- Improved customer service
- Increased customer satisfaction and loyalty

and manually written call summaries. After a call with a customer, agents are typically presented with a list of dispositions (reasons for the call) and are prompted to choose from that list or manually enter the information in a database. In addition to being time consuming, this can also be incomplete or inaccurate when left solely to the agent.

This after call work can be a huge time sink in the contact center. The real-time call summaries in Agent Assist remove this task almost completely. As the agent speaks with the customer, in addition to real-time transcription (no more notetaking), a call summary is created outlining each step that takes place during the call. Once the call is complete, Agent Assist automatically adds the call summary to your CRM or database of choice.

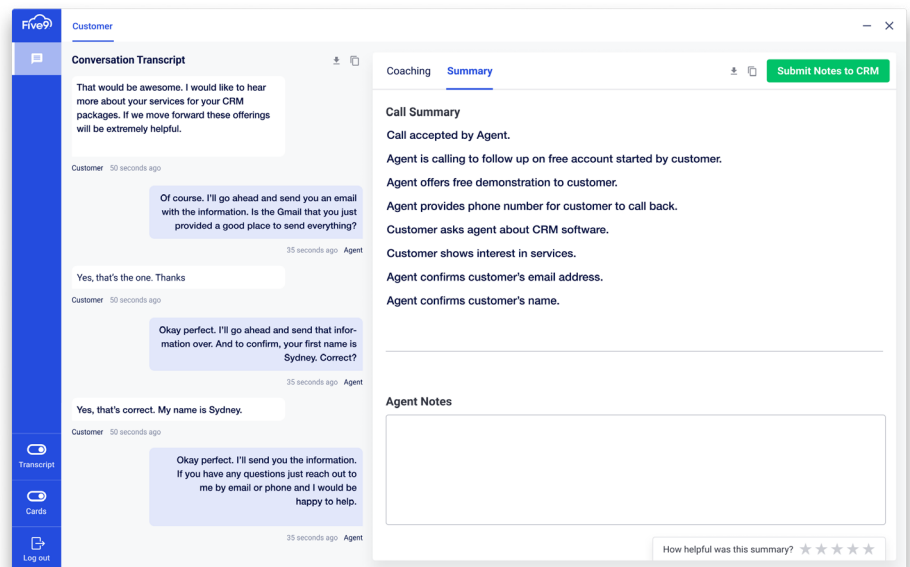
These accurate, detailed, and consistent AI-powered call summaries are based on patented technology that can compensate for inaccuracies in transcription and noisy backgrounds which are typical in any contact center.

Real-time Guidance and Reminders

Based on the conversation between an agent and customer, Agent Assist provides real-time guidance with automatic reminders during calls. Typical use cases include reminding agents to read HIPAA compliance or specific disclosure statements. Guidance is also a great way to assist with objection handling or upsell opportunities to help achieve the best outcome for the call. Agent Assist real-time guidance can also automate certain tasks like creating a support ticket or alerting a salesperson that their customer mentioned a new product while engaging with the contact center and they should follow-up.

Knowledge Base Integration

Much like real-time guidance, knowledge base integration uses the conversation between the agent and customer to identify specific knowledge base articles and present them to the agent to help with a customer interaction. For example, a customer calls about a router they recently purchased and inquires about how to set it up. Based on the conversation, Agent Assist hears that the customer needs help setting up their new router and offers the agent an article describing how to set it up, which the agent in turn uses to communicate to the customer. Agent Assist analytics of knowledge article usage helps managers and administrators keep the internal knowledge base optimized for effectiveness.



Providing a More Human Experience

With the help of real-time transcription, call summaries, real-time guidance, and knowledge base integration provided by Agent Assist, it's easier for agents to focus on the customer and their experience with your company.

Transcripts and summaries also help agents when customers call back or need to revisit an interaction. With all the information from previous calls at their fingertips, agents can review previous call summaries and quickly get right to the matter at hand.

For contact center managers and supervisors, call transcripts and summaries in the CRM are a window into the operations of the contact center. With this information they can identify trends in call drivers and adjust workflows accordingly to provide a better customer service experience.

Real-time agent guidance and knowledge base integration further increase agent efficiency and accuracy. Time saved looking for the right information allows agents to increase their focus on the customer leading to decreased costs and increased customer loyalty.

Learn More

Want to learn more about how Five9 Agent Assist can help you provide a more human customer service experience? To get started, visit www.five9.com or call **1-800-553-8159**.

Figure 1:

Five9 Agent Assist real-time call transcript and summary.



3001 Bishop Drive, Suite 350
San Ramon, CA 94583
925.201.2000

www.five9.com

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty.

For more information visit www.five9.com or call **1-800-553-8159**.

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. The names and logos of third party products and companies in this document are the property of their respective owners and may also be trademarks. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright ©2021 Five9, Inc. 03121