Intelligent Agent

Dynamically guide your agents in real time to the next best action

awaken

Intelligent Agent

Empower your agents to deliver exceptional interactions

Intelligent Agent uses machine learning and AI to deliver the right information at the right time to your agents so they can deliver exceptional customer interactions. Our technology is easy to use and collects all customer information in a single, unified interface, reducing your training burden and saving time on every conversation.

How does Intelligent Agent Work?

Through Intelligent Agent, agents are presented with the information they need, exactly when they need it, reducing call handling times and increasing capacity and all through a single, unified desktop.

With the ability to perform deep analysis on every single interaction, Intelligent Agent helps you to understand, manage and influence the customer journey, providing a seamless experience for both agents and customers through the use of innovative, automated and scalable agent guidance software.

Why use Intelligent Agent?

- › Reduce training time
- › Improve employee retention
- › Reduce handling times
- › Provide a consistent customer experience
- › Adhere to compliance rules
- › Streamline post call escalations and contact methods
- › Understand internal bottlenecks
- › Learn about what your customers need and drive proactive change

Reduce Average Handling Time (AHT) by 30%

Improve customer satisfaction by 50%

Key Features

Intelligent Agent Software
Guide agents through voice, email and chat conversations. Understand what to change in the customer journey using AI.

Single Agent Desktop
Single view of relevant information, removes the need for agents to log in or navigate into multiple applications during the customer interaction.

Intelligent Agent Next Best Action
Dynamic guidance based on what the customer is asking for and suggests the next best action to drive one contact resolution.

Multilingual Agent Guidance
Realtime digital guidance in multiple languages. Automatically communicate digitally with customers accurately in their chosen language.

Get in touch to book a demo

We know that you can never really gauge the true value of a solution without seeing it in action. So, we're ready for you to put us to the test! Our dedicated team are on-hand to guide you through a demo and offer you access to a free proof of value trial for a full month.

If you'd like to go live after the trial, our solution doesn't need any lengthy integrations and as the reporting dashboard is fully web-based, you'll be able to start implementing insights in days.

To book a demo, simply email us at hi@awaken.io

Guaranteed return on investment within 6 months.

We're so confident in our product that we offer the ultimate flexibility with monthly rolling contracts. We'll also show you a guaranteed return on your investment within 6 months.

www.awaken.io

Why Awaken?

Awaken Intelligence is a contact center software solution company – we blend people with automation to create technology-empowered customer experiences. We are pioneers of innovative and flexible software that helps you see the complete picture for your contact center.

Our products are flexible, easy to work with and adapt quickly as your call center evolves and grows. The Awaken Intelligence team have over 35 years combined experience operating outsourced contact centers and providing software solutions, meaning our products are designed by contact center people for contact center people.