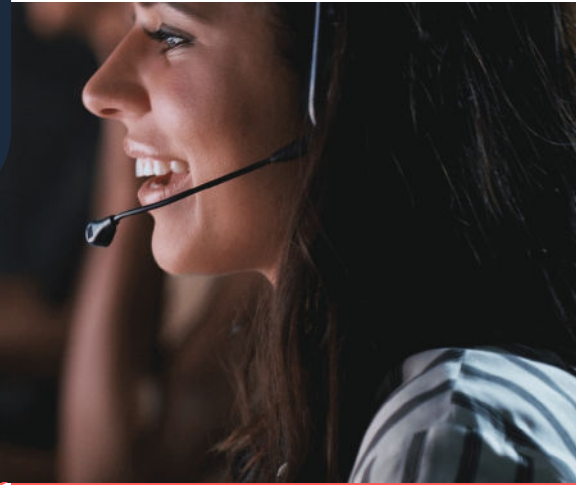# Awaken - CoPilot

Unlock the unlimited potential of your contact center with the only assistant your agents will ever need

awaken

Empower your agents to deliver exceptional interactions

How do you enable your agents to give the best account of themselves and your business on every customer interaction?

Simple. By giving them the tools, guidance, data, and resources to do a great job.

Awaken CoPilot is a revolutionary new assistant tool that goes far beyond mainstream agent assistance products. It blends the worlds of agent guidance, interaction analytics, systems interconnectivity, and artificial intelligence to provide seamless and intuitive real-time agent support.

Awaken CoPilot can help you instantly summarise interactions, drive action based on customer intent, auto-populate forms and templates, and put data and information at your agents' fingertips. Or pretty much anything else you can think of.

With agnostic system connectivity, low-code deployment, and near-instant ROI, Awaken CoPilot will help you and your contact center to meet and exceed your ambitions.

One assistant. Unlimited potential.

Why use Awaken CoPilot?

- **Live Agent Assistance**

  "Plug in" Awaken's live transcript to any API endpoint to provide actionable insights and analysis that guide agents to a better resolution (e.g. instantly summarise a previous call for rapid consumption)

- **Happier Customers**

  Give your agents have everything they need to solve your customers problems and watch your customer satisfaction scores improve

- **Boost Agent Wellbeing**

  Make your agents' jobs easier and reduce stress by simplifying the process – connecting systems via a single user interface

- **Support Agents with Disabilities**

  Live captioning improves accessibility and inclusivity for agents with hearing impairments and other disabilities

How Awaken CoPilot works

Step 1

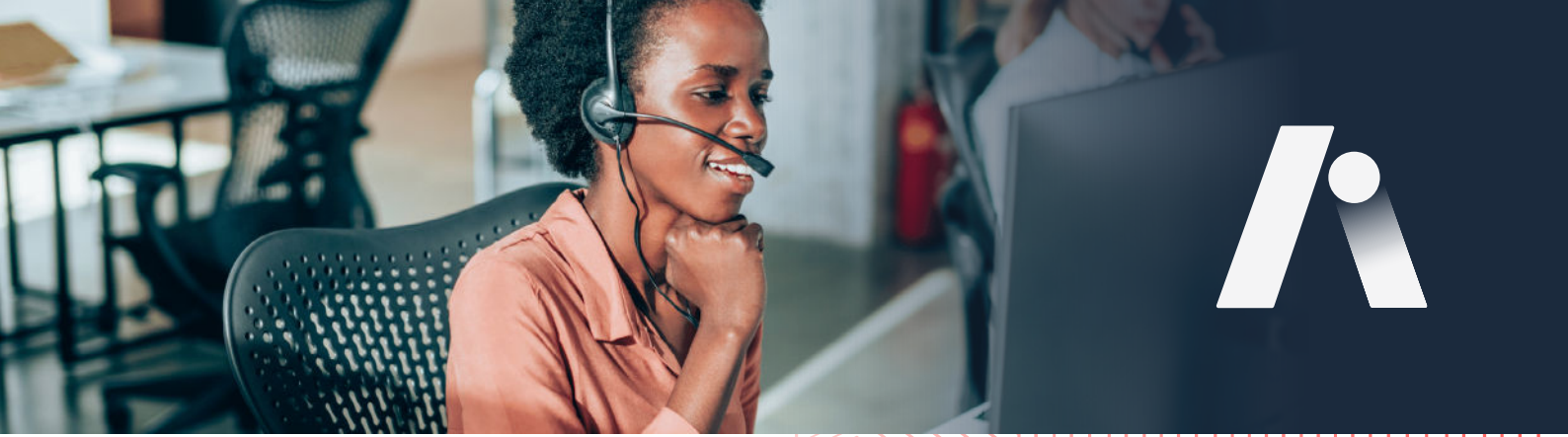Call Recording – Awaken takes a live recording of the Agent and Customer interaction

Step 2

Live Captioning – Awaken creates an interaction transcript in real time

Step 3

Intent-based Action – Awaken sends the transcript to its chosen API endpoint to perform an action (e.g. Call summarisation via ChatGPT)

Key Features

Call Recording
Record live feeds from the agent mic and speaker to capture the best quality agent and customer audio

Live Captioning
Transcribe interactions in real time enabling analysis, alerts and action

Intent Analysis & Action
Instantly understand the intent of what is being said using AI and perform actions, such as call summarisation

Keyword and Phrase Analysis
Automatically identify names, acronyms and seeded words, and highlight key terms or phrases

Emotion and Sentiment Analysis
Detect the sentiment and emotions behind conversations so you can better understand customer experience and agent wellbeing

Auto-Population
Automatically populate fields in your scripted workflow based on what the customer says

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

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.

Get in touch with us

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