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Al Expert Assist and Al Companion for Contact Center



A short guide to understanding the two levels of AI-powered assistance in Zoom Contact Center



Al Companion for Contact Center

An AI assistant to help agents work smarter and faster

Included with every Zoom Contact Center license, Al Companion for Contact Center summarizes conversations, generates follow-up tasks, and analyzes customer sentiment, helping to streamline agent workflows and enable smoother handoffs.

Key Features:

- Delivers conversation previews and summaries for seamless agent handoffs
- Highlights live sentiment and speech analytics for agents and supervisors
- Auto-generates next-steps for improved customer follow-up



AI Expert Assist

Expert AI actions and insights to guide your service to higher levels

Al Expert Assist intelligently draws information from CRMs, knowledge bases, and more to deliver real-time assistance, empowering your agents to provide their best support and resolve more complex issues.

Key Features:

- Surfaces customer information from CRMs and other custom apps directly in agent desktop
- Intelligently retrieves best responses from knowledge bases
- Automates wrap-up with a one-click, post-call summary to save time and ensure consistent quality

O Al Expert Assist

Zoom AI Expert Assist provides your team with the right knowledge at the right time, intelligently suggesting the best agent responses from a curated set of knowledge bases, CRMs, and other systems of record. AI Expert Assist helps transform your newest agents into top performers, saves everyone time on administrative tasks, and powers better, faster customer engagements.

Al Expert Ass	ist	
Q Search		
All Knowledge B	ase Info Retrieval	
Agent Assist de	tected:	~
Order Lookup		
Consumer Inform	nation	
Order ID		
1005		
Details		
Email	christine.arnold@zmail.com	
Status	Paid	
Customer ID	417593	
Date	2024-03-27	
Ticket Number	AB472KF2	

Knowledge and information at your agent's fingertips

Instantly provides the best articles, how-to's, and other instructions from one or more of your company's knowledge bases. Agents proactively get the support they need without performing time-consuming manual searches or asking for help.

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Christine Arnold wanted a full re offered them a rebooking for ne accepted the offer and was upg package.	xt weekend instead. She

Real-time agent guidance

Al Expert Assist provides the real-time Al-powered guidance your agents need based on context from the customer conversation. It intelligently retrieves information from different sources, like a CRM or other custom data apps, and surfaces it for agents right inside of their Agent Desktop to keep customer interactions moving along quickly.



Reduce post-call admin work

Streamline the work agents need to complete after customer engagements. With a single-click, agents generate a Smart Note that summarizes the conversation, with an option to review and quickly make edits if needed. The agents get critical minutes back and your post-call documentation is more complete and consistent.

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Al Companion for Contact Center

Included with every Zoom Contact Center license, AI Companion for Contact Center improves productivity by enabling smoother handoffs, providing speech and sentiment analysis, and generating post call tasks.



Conversation summaries for seamless handoffs

Give agents the context needed to seamlessly pick up a customer conversation or escalation from another agent or channel. Your agents will be better prepared and your customers won't have to painfully repeat their issues – a win-win. The agent can pull up a Conversation Summary at any time during the engagement to make sure they have details correct. Keywords are highlighted and linked to the real-time call transcript for faster navigation.

Engagement insights for supervisors

While agents see a real-time view of a customer's sentiment, their supervisors can monitor all open engagements at once and access AI-generated sentiment and conversation summaries from a single dashboard. Supervisors can manage more effectively by quickly identifying which agents need extra assistance and then taking fast action.

Open Eng	agements C						
Voice Vi	deo Messaging						
Q. Search by e	ngagement ID, consumer,	or intent	ection (AII)	~ Status	(All)	~)	
Queue (All)	~) (Sentin	nent (All)	~) Cit	NIC			
Only show e	ngagements being monito	red					
Consumer	Engagement ID	Direction	Start Time 🗘	Status/Time in	Duration 0	Sentiment	Agent
Ashlee York (217) 364-764	4534354 🖒	Inbound	Mar 19, 2024, 8:19:44 AM	Assigned 08:18:21	00:19(56	() Negative	Virginia Willis
Christine Arnol (510) 472-1123		Inbound	Mar 19, 2024, 8:28:32 AM	In Flow 08-29-06	00:03:05	Noutral	Anthony Rios
Katie Carter (573) 325-488	6 4545587 D	Inbound	Mar 19, 2024, 8:11:11 AM	In Flow 08:11:29	00:02:18	Positive	Sheree Aubrey
Craig Meyer (473) 377-190	2 748965 0	Outbound	Mar 19, 2024, 8:12:23 AM	Assigned 08:12:43	00:08:12	Positive	Nabil Rashad
Steven Richard (980) 332-113		Inbound	Mar 19, 2024, 8:19:55 AM	Assigned 08-20-29	00:10:54	Negative	Tori Kojuro
Sonia Long (342) 449-004	43543534 🕲	Inbound	Mar 19, 2024, 8:17:22 AM	Assigned 08:18:42	00:15:45	Negative	Kei Umeko
Hester Wilson (837) 217-227	843575	Outbound	Mar 19, 2024, 8:06:52 AM	Assigned 08:07:12	00:08:33	Neutral	Jada Grimes
John Chen (669) 252-343	48738474 🕤	Inbound	Mar 19, 2024, 8:16:32 AM	Assigned 08:17:03	00:01:36	Positive	Hana Song



Auto-generated next steps

Saves your agents critical minutes by automatically generating a set of action items for each agent to follow up on after a conversation is completed. This reduces postcall work for agents while also promoting better customer follow-up.

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What's included	Zoom Contact Center Package				
	Elite	Essentials & Premium			
Al Companion for Contact Center					
Summaries at agent handoffs (between chatbot, chat, and voice engagements)	~	<			
Engagement summaries for agents	<	<			
Auto-generated follow-up tasks	~	<			
Sentiment analysis and speech analytics	S	<			
Al Expert Assist					
Knowledge base suggestions (multiple knowledge bases are supported)	 ✓ 	Add-on			
Information retrieval from CRMs and other systems	✓	Add-on			
Auto-generated post-call summaries	✓	Add-on			

Take-Aways:

- → Zoom Contact Center offers two-levels of AI features to turbocharge your agents and improve customer experiences.
- → AI Companion for Contact Center is included with every Zoom Contact Center license - an outstanding value and smart way to boost the productivity of your CX team.
- → AI Expert Assist is included with our Elite package or as an add-on. It delivers real-time, AI-powered guidance informed by your back-end systems and knowledge base.
- → New features are coming soon for both AI Companion for Contact Center and AI Expert Assist - contact us to learn more!



