



Astute Agent

We Are Mission Critical

*We sit between brands and their most **important** and **valuable** interactions with their customers*



Brand Insights
Brand Protection
Brand Loyalty

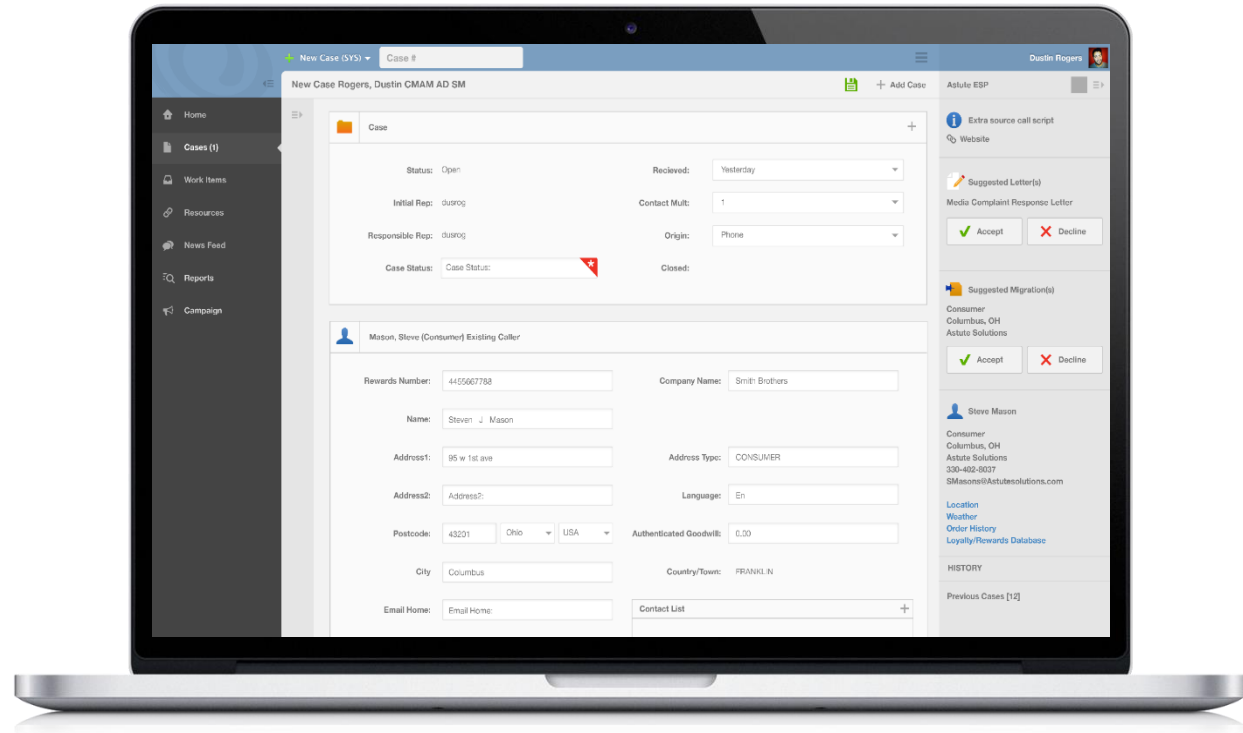
Millions of assisted-service interactions per month
Over 4 million monthly self-service questions handled
50 million social interactions evaluated monthly

Better Experiences
Consistent Information
Choice of Channel/Device



Consumer Engagement CRM

Contact center agents can resolve customer issues more quickly and effectively than ever before. Our award-winning CRM software shortens training time, shows a unified customer view, and provides everything agents need to improve loyalty in a single, integrated interface.





Ditch the scripts for in-context guidance.

Guide your agents through every interaction with recommended steps that anticipate the customer's next move. Personalize their journey with unrivaled accuracy based on a clear and comprehensive view of your customers.

Smarter data entry means better interactions.

With features like name and address matching, dynamically changing fields, and intelligent type-down options, your agents breeze through data entry to focus on what really matters: high-quality interactions with customers.

Follow-up, simplified.

Closing the loop has never been simpler. Customer follow-up emails are automatically populated based on case information and desired resolution. All agents have to do is hit Send.



Features



In-Context Guidance

Guide your agents through conversations with consumer history and context-driven recommended actions.



Automated Email Interactions

Natural language processing reads and understands incoming customer requests, automatically generating responses and suggesting enclosures.



Omni-Channel

Engage with consumers wherever they are – phone, email, web, social, chat – without forcing them to switch channels or repeat their story.



Smarter Data Entry

Streamline workflows and save time with features like auto-complete and intelligent type-down options.



Dynamic Fields

Dynamically adjust which information is needed to complete a case based on contextual information, reducing handling time.



Voice of Customer

Make continual improvements to your business with clarity about where you stand in your consumer's mind.



Reporting & Analytics

Track trends and delve deep into consumer behavior and attitudes with comprehensive reports and analytics tools.



Easy Escalations

Escalate cases to other departments seamlessly, monitoring the status in real-time while keeping an audit of interactions in one place.



Reputation Management

Detect issues early and reduce the impact of adverse events with threshold reporting and real-time alerts



Repeater Identification

Minimize losses due to fraudulent claims by identifying consumers seeking to abuse your goodwill.



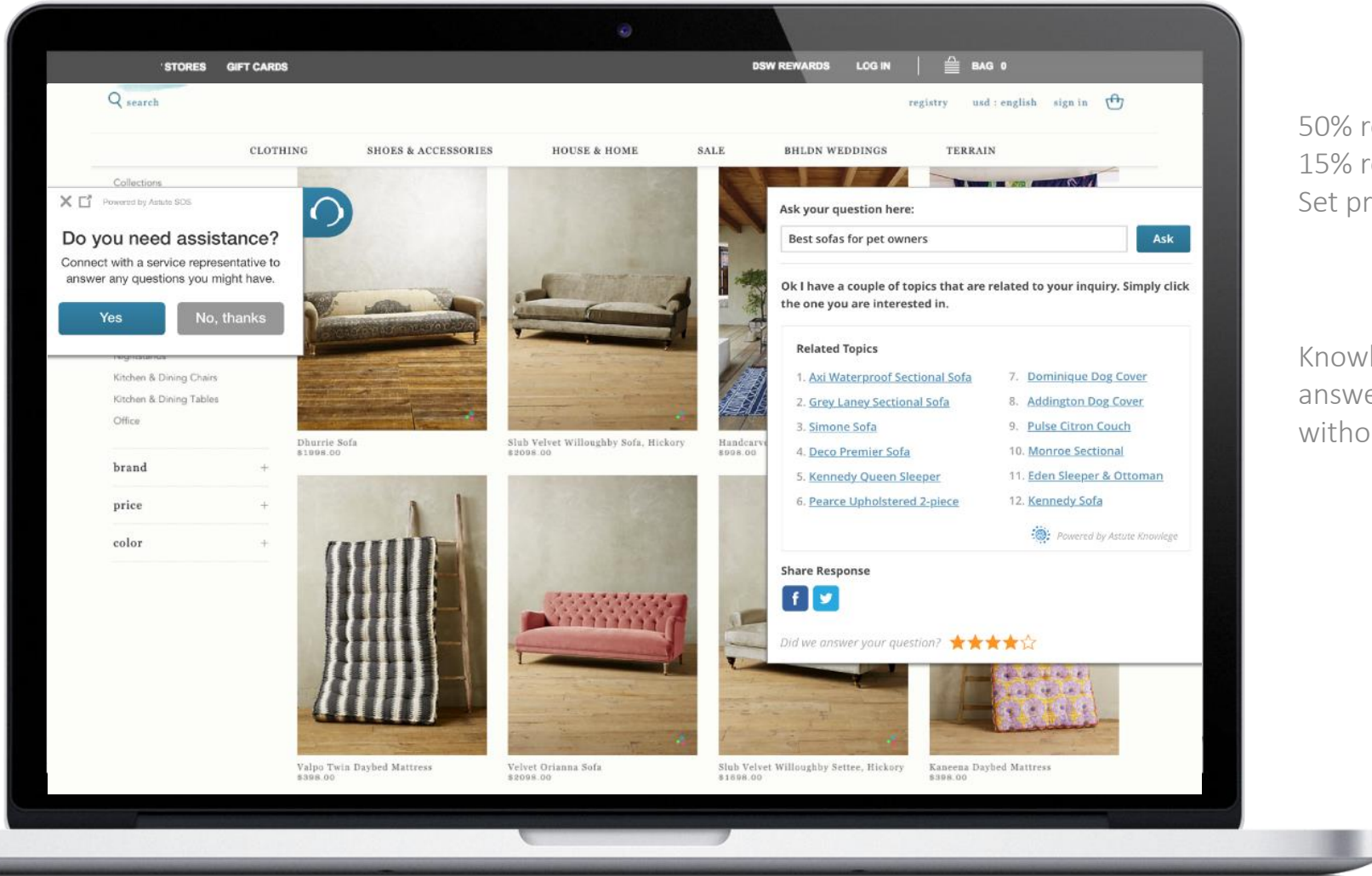
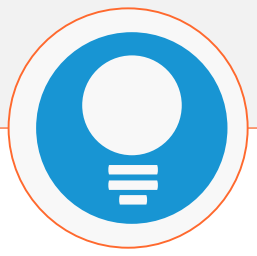
Integrated Knowledge Management

From custom-crafted to automatically-sourced responses, our knowledge management software is always ready with an answer.



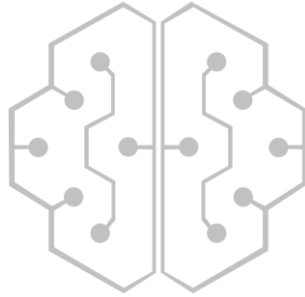
Multi-Lingual

Easily configure your system to assist consumers in multiple languages around the world.



50% reduction in training time
15% reduced search time
Set product, reason codes to reduce QA time

Knowledge management software puts answers at fingertips. Accurate answers, without authoring from scratch.



An intelligent interpreter.

Patented natural language processing technology understands what your customers are asking, searches your business systems for an answer, and interprets raw data into an intelligent, human-friendly response.



Be smart from the start.

Get your KMS up and running quickly using existing content from approved internal and external sources. With every customer query, the advanced learner tool automatically identifies and alerts you to opportunities to improve your answers. Customers, store associates, and agents alike benefit from a single optimized knowledgebase.



Personalized, optimized answers.

Smarter knowledge management means each customer receives personalized, relevant responses tailored to their intent, sentiment, history, and device. Interactions are user-friendly and friction-free.



Collaboratively build content across your enterprise with workflow automation and review capabilities in one easy-to-use tool.



Strengthen and expand your knowledgebase with a daily report on the questions your consumers are asking and how they are being answered.



Configure your system with multiple languages to assist consumers around the world.



Retain a record of each piece of content as it evolves, including who changed what and when.



Agent Assist: Key Features

Natural Language Processing

Provide relevant, accurate answers derived from patented NLP technology that understands the true intent of the customer's question.

Two-way Dialog

Answer complex questions by engaging consumers in conversation, drilling down to clarify what they truly need.

Personalized Responses

Deliver responses personalized to each customer that leverage user input, product data, account information and other context.

Auto-generated Topics

Get started quickly with a knowledgebase that can teach itself. The KMS can index existing internal and external content to auto-generate topics.

Guided Authoring

The KMS alerts you to gaps in your existing knowledgebase, showing you opportunities to create new content for questions that are going unanswered.

Federated Search

Pull data from multiple knowledgebases to craft the most accurate answer for each question.

Multi-lingual

Author content in multiple languages to assist consumers around the world. The KMS can also translate answers from existing foreign-language knowledgebases.

Omni-channel

Implement self-service across web, mobile, and messengers to provide optimized answers where your customers live -- without forcing them to switch channels or repeat their story.

Versioning & History

Retain a record of each piece of KMS content as it evolves, including who changed what and when, for record-keeping and compliance.



- » Patented NLP Platform – ensures accuracy
- » Global Scalability – provides flexibility regardless of CRM or channel UI
- » Machine Learning – identifies content gaps
- » Content Auto-Creation – builds knowledge with zero authoring
- » API Integration – searches trusted internal and external sources
- » Content Awareness – tracks and notifies when content changes
- » Privileged Areas – segments information for different audiences
- » Ad-Hoc Reporting & Dashboards – displays real-time, actionable intelligence
- » Accuracy – no long search lists no matter how much content is created.
We scale for large knowledgebase with thousands of topics.
- » Non-technical, omni-channel authoring – in over 40 languages
- » Out of the box analytics – on performance, usage, content
- » Built-in workflow for cross departmental review, approval and content contributions
- » Content Awareness – tracking and reporting on all external content used in a response
- » History, versioning – of all content