AI follow-up for Automated Meeting Notes

- Enhanced AI Follow-Up capabilities, now powered by Staircase AI's comprehensive meeting analytics
- All Gainsight Customer Success (CS) users can enable AI follow-up to capture Automated Meeting notes
- Surface key discussion topics, sentiment, and action items automatically
- Customers with Integrated AI follow-up will have comprehensive, Multi-Platform Meeting Intelligence with support to following features
  - Connect with MS Teams, Zoom, Chorus, Clari, Google Meet, Gong.io
  - Paired with Google & Outlook Calendar integration
  - Meeting summaries & risks
  - Sentiment analysis by discussion topic
  - Intelligent action items
  - Attendee tracking

- **Steps to enable**
  - Enable Gainsight AI setting for AI follow-up
  - Integrate Google or Outlook workspace Calendar to seamlessly capture meeting events and log them as Timeline activities into Gainsight

Points to Note:

- The Workspace integration requires IT Admin authentication
- The feature allows filtering of user groups to be synced
- Meetings processed successfully using our Staircase AI will be pushed to Gainsight timeline via our API

Gainsight