Enelai™ Agent Assist

- » **For Calls and/or Chats of agents**
- » Provides assistance with relevant response and Knowledge Base articles to the agent
- » Significantly reduces AHT by minimizing the time agents are searching & reading the KB articles
- » Minimizes the agents' training requirements
- » Consistent CX no matter how experienced (or tired) is an agent
- » Can identify unknown FAQs (without articles in the KB) or sales opportunities

Reduce costs by handling up to **30%** more conversations, reducing operational costs, decreasing average customer hold time, and improving your ability to handle peak traffic.

Improve customer satisfaction by **12%** with consistent, high-quality responses and quicker training.

Reduce abandoned calls/chats with **15%** quicker response time and fast answers to customer inquiries drawn from a central knowledge base.

Deployment modes:

(a) Entry level, as internal chatbot for Agents

Agent types 3-5 words to describe the request of the caller, and receives the proposed response and related articles in the KB. Without telephony integrations for quick and lower cost deployment.

(b) With telephony and/or LiveChat integration

- » Integrated to contact center and telephony infrastructure (and/or Live Chat for chats) to capture the speech of callers (and optionally the speech of agents also) with Speech to Text for transcription of the speech.
- » Responses to the agent's desktop are produced within seconds, depending on Knowledge Base size and servers specifications.
- » Optional Sentiment Analysis
- » Enables advanced Speech Analytics

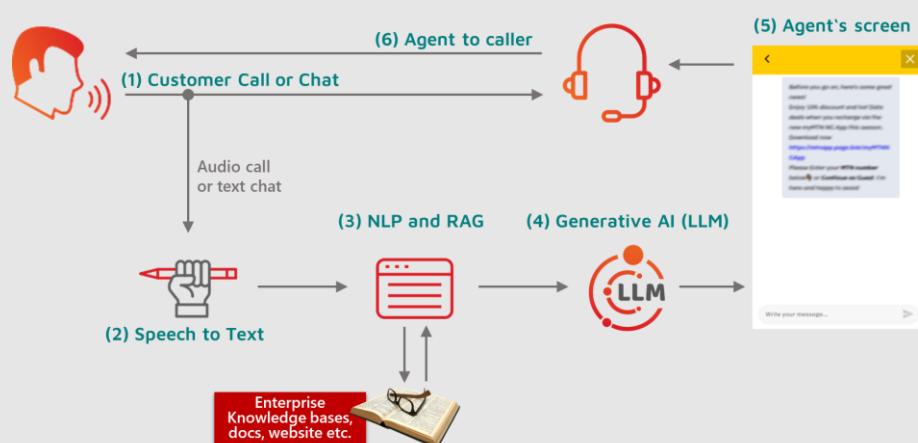## Speech Recognition accuracy for Voiceweb speech models:

as low as **5%** Word Error Rate for English language, and **6%** for most of the other supported languages, for narrowband audios with noise (IVR and Contact center audios).

(6) Agent to caller
(1) Customer Call or Chat
Audio call or text chat
(3) NLP and RAG
(4) Generative AI (LLM)
(5) Agent's screen
(2) Speech to Text
Enterprise Knowledge bases, docs, website etc.

- » Driven by NLP and LLM from OpenAI, Meta (Llama2) or other -depending on the target language- for response generation and summarization
- » The RAG's knowledge repository contains data that's contextual to each Company and Use Case (in contrast to the data in any generalized LLM)
- » Data in the Knowledge Base(s) can be continually updated without incurring significant costs (and time) for LLM re-trainings
- » The source of the information in the RAG's vector database can be identified. And because the data sources are known, incorrect information in the KB can be corrected or deleted

![Voiceweb logo] **voiceweb**

www.voiceweb.eu | hello@voiceweb.eu

As its name suggests, Voiceweb is solely focused on Contact Center technologies and has been one of the earlier pioneers of Speech & Natural Language Understanding for Customer Service since 2001 when these technologies were just emerging from R&D labs to commercially viable products & applications. Voiceweb products for customer self-service are fully based on AI technologies while the company also offers products for contact center agents: CCaaS, Live Chat and Agent Assist.

Enterprises in 20 countries have trusted Voiceweb to assist them in applying a customer-centric communication approach, meeting all their objectives and improving Customer Satisfaction. Utilizing ENELAI platform and support from our expert consultants -or local partners- our clients consistently achieve remarkable KPIs such as +65% NPS score and 95% self-service.