



Awaken Intelligence for 8x8

Real-Time Agent Assist

Unlock the unlimited potential of your 8x8 Contact Center with the only assistant your agents will ever need.

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.

Real-Time Agent Assist uses Generative AI to deliver the right information at the right time to your agents so they can deliver exceptional customer interactions. Going far beyond mainstream agent assistance products, it blends the worlds of agent guidance, interaction analytics, and systems interconnectivity for seamless and intuitive real-time agent support.

With this integration, the system can listen to an interaction in real-time in order to provide quick solutions and options for your agents, guiding them towards a positive customer outcome.

Real-Time Agent Assist boasts agnostic system connectivity, low-code deployment, and near-instant ROI, allowing you and your contact center to meet and exceed your ambitions.

**One Assistant.
Unlimited Potential.**



Key Benefits

- **HAPPIER AGENTS:** Make training simpler, streamline agent feedback, and assist agents with navigating complex customer interactions.
- **SATISFIED CUSTOMERS:** Give your agents everything they need to solve customers' problems and watch your customer satisfaction (CSAT) scores improve.
- **BOOST AGENT WELLBEING:** Monitor agent emotion and reduce stress by simplifying the process and connecting systems via a single user interface.
- **EMPOWER AGENTS:** Live captioning improves accessibility and inclusivity for all agents.
- **DATA ACCESSIBILITY:** Our real-time service turns conversations into actionable data which can then be used to guide agents, inform decision-making, or check compliance.

“With the Awaken call flow, it’s so much quicker for an agent to get information, do a good, solid troubleshoot, and finish the call faster without having to change anything about the delivery of the call itself.”

John Davies, Director of Contact Center Systems at 360Insights

How Real-Time Agent Assist Works

1. Audio Capture

A two-way interaction stream is captured live via our audio service.

2. Live Captioning

An accurate interaction transcript is created in real-time.

3. Intent-Based Action

The transcript is analyzed and GenAI is used to inform actions for the agent.

Key Features:

- **Live Audio Capture:** Our audio service records a live feed from the agent mic and speaker to capture the best quality agent and customer audio.
- **Live Captioning:** The interaction is transcribed in real-time enabling analysis, alerts, and action.
- **Intent Analysis and Action:** Generative AI instantly understands the intent of what is being said and performs actions, such as call summarization.
- **Entity Mapping:** The system automatically identifies names, acronyms, and seeded words, highlighting 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.

Learn more at

8x8.com/ecosystem/awaken

