

CONTACT CENTER LLM & GENERATIVE AI

Automate Tasks and Supercharge Agent Efficiency

Observe.AI's Generative AI applications use the world's first 30 billion-parameter LLM (large language model), purpose-built for contact centers



Get accurate results

Power your contact center with a language model trained on contact center data to deliver the highest accuracy for automations and workflows.



Feel secure about your data

Ensure your customer data stays secure with enterprise-grade data privacy practices and compliance standards.



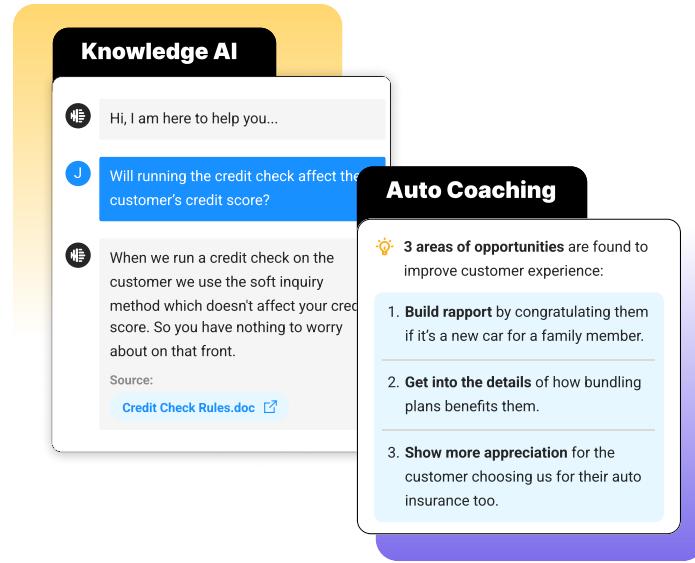
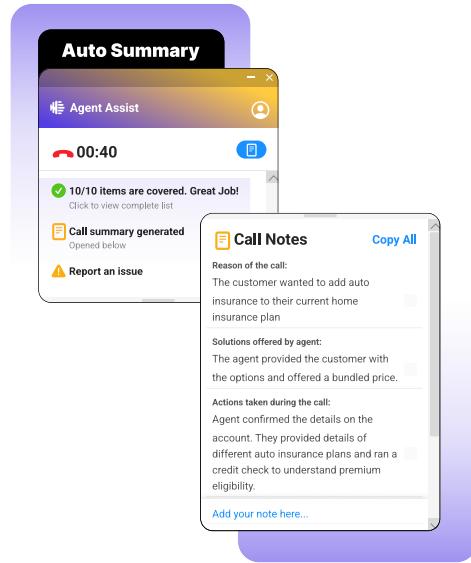
Customize and control AI

Attain greater trust through human controls and feedback loops compared to black box LLMs susceptible to hallucinations.



Make agents efficient and effective

Leverage applications that help agents save time through automations as well as use that time to drive performance improvements on their own.



HIGHER ACCURACY FROM CONTACT CENTER LLM

35%

More accurate than GPT3.5 for creating call summaries

33%

More accurate than GPT3.5 for detecting customer sentiment

KNOWLEDGE AI

Deliver answers to customer questions faster

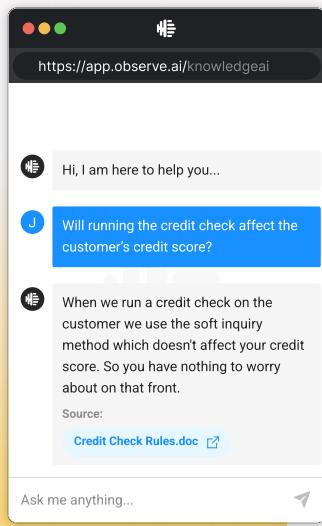
Save the time agents spend manually searching knowledge bases by providing answers to customer questions, increasing first call resolutions and reducing AHT.

Integrate with your knowledge base (KB)

Knowledge AI consumes information from your key KBs (Google Drive, OneDrive, Zendesk, SharePoint, Salesforce, Service Now), or any other documents. Simply connect via APIs or drag and drop files for AI to leverage for creating responses. Knowledge AI also learns from the best responses agents gave to similar questions on past calls.

Provide ready-to-use answers

Unburden agents from the need to read KB articles and translate content for customers to understand. Observe.AI's 30B-parameter contact center LLM provides answers in a language that agents can simply read off for customers. All responses also include reference links to relevant KB articles or files so agents can dig into the details themselves.



Won't the credit check affect my score?

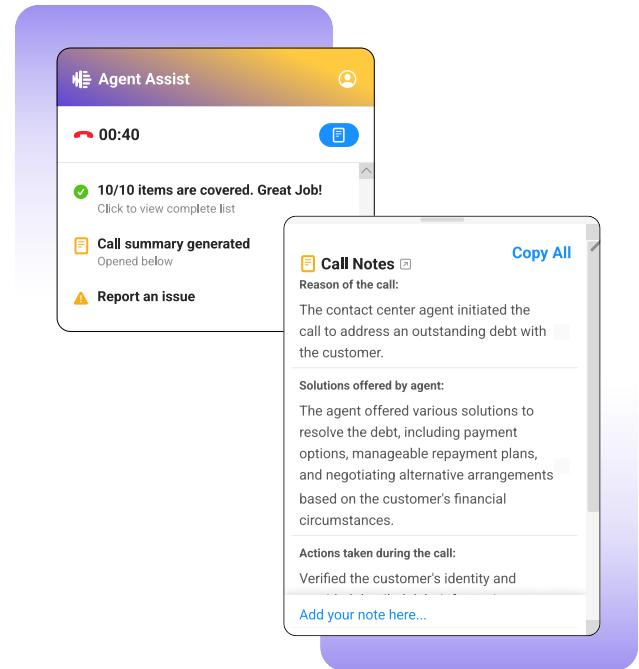
Let me check real quick

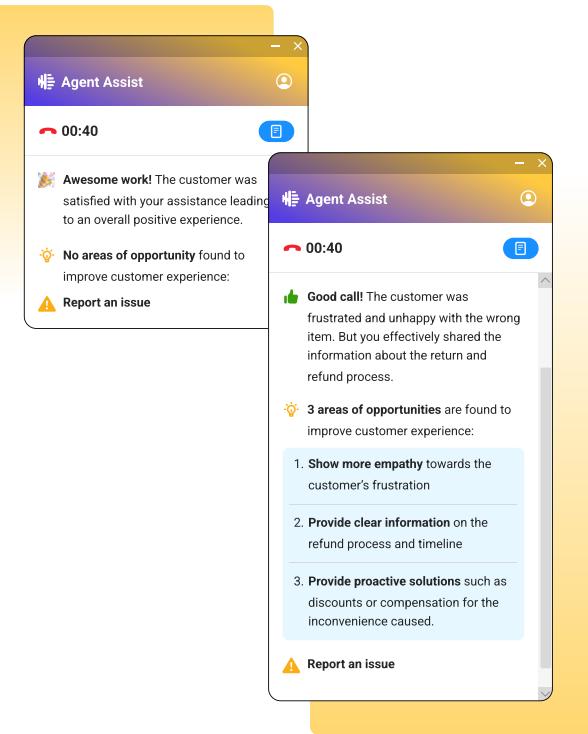


AUTO SUMMARY

Eliminate after call work (ACW) by generating call summaries

Completely eliminate manual ACW and enable agents to focus on the customer experience. Auto Summary generates notes in multiple formats in real-time or post-call. Let AI know how you want your summaries: structured, unstructured, or with entities highlighted. AI-generated summaries aptly and accurately describe the essence of any customer interaction and make notes consistent across the team.





AUTO COACHING

Drive instantaneous agent self-improvement with AI-generated tips

Improve agents skills and enable them to correct mistakes before the next call with Auto Coaching insights. Agents get AI-generated tips as soon as a call ends to reinforce good behaviors and correct bad ones. Auto Coaching complements manager-delivered coaching by accelerating time to performance improvement and helping agents deliver better customer service.

Live Conversation Intelligence Platform for Contact Centers

Powered by our 30B-parameter contact center LLM and Generative AI Suite

