

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.



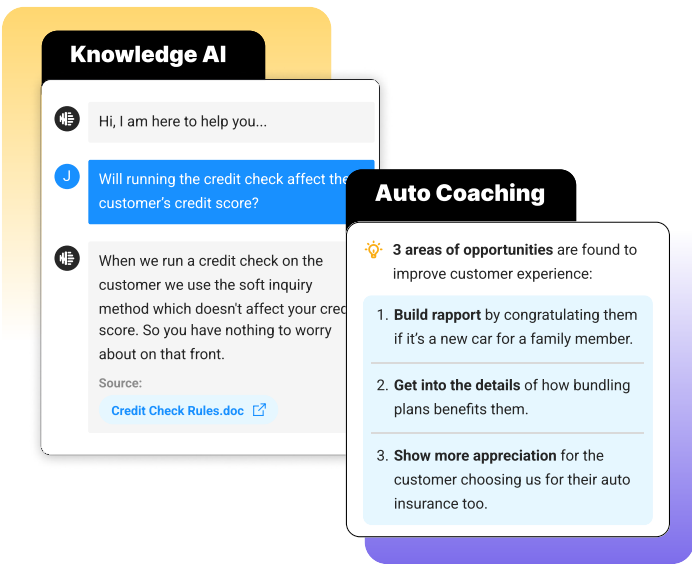
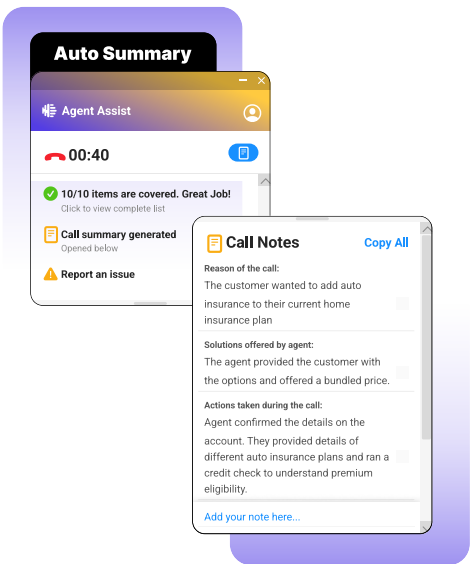
Customize and control AI

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

Deliver answers to customer questions faster

Integrate with your knowledge base (KB)

Provide ready-to-use answers

The image is a composite graphic. On the left is a screenshot of a web browser window with the URL 'https://app.observe.ai/knowledgeai'. The browser shows a chat interface with a dark header and a light body. The chat history includes a greeting from a bot icon, a user question about credit checks, and a detailed response from the bot explaining the use of soft inquiry and providing a source link. At the bottom of the chat is a text input field with the placeholder 'Ask me anything...'. To the right of the browser window are two speech bubbles. The top bubble is white with a purple border and contains the text 'Won't the credit check affect my score?'. The bottom bubble is solid purple with white text and contains the text 'Let me check real quick'. Each speech bubble is accompanied by a circular profile picture of a person wearing a headset, suggesting a customer support agent.

Eliminate after call work (ACW) by generating call summaries

The screenshot displays the 'Agent Assist' interface. At the top, there's a header with a menu icon and the text 'Agent Assist', and a user profile icon. Below the header, a red phone icon is followed by the time '00:40'. A blue document icon is also present. The main content area shows a green checkmark icon followed by the text '10/10 items are covered. Great Job!' and a link 'Click to view complete list'. Below this, there's a document icon followed by 'Call summary generated' and 'Opened below'. At the bottom, there's a warning icon followed by 'Report an issue'. A callout box on the right shows 'Call Notes' with a 'Copy All' button. The notes include the reason for the call, solutions offered by the agent, and actions taken during the call.

Agent Assist

00:40

10/10 items are covered. Great Job!
Click to view complete list

Call summary generated
Opened below

Report an issue

Call Notes Copy All

Reason of the call:

The contact center agent initiated the call to address an outstanding debt with the customer.

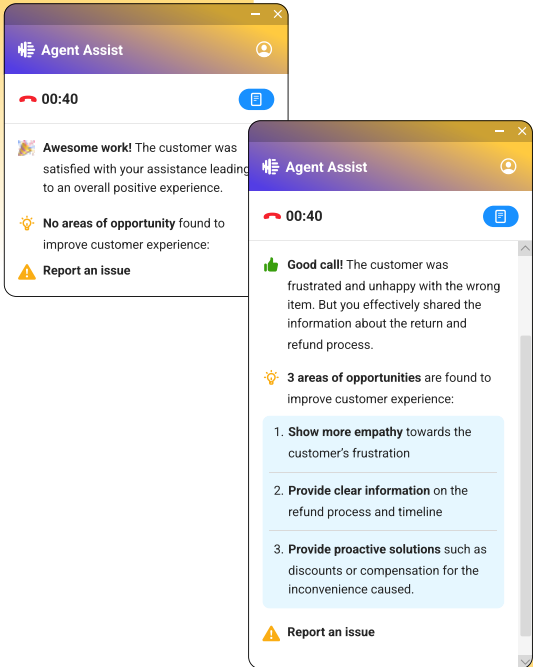
Solutions offered by agent:

The agent offered various solutions to resolve the debt, including payment options, manageable repayment plans, and negotiating alternative arrangements based on the customer's financial circumstances.

Actions taken during the call:

Verified the customer's identity and

[Add your note here...](#)



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

