Documenting an interaction can be time-consuming, inaccurate, or not done at all. Intermedia AI Interaction Summary powered by Spark AI uses the power of generative artificial intelligence (AI) to automate call notetaking, which frees frontline users to serve more customers and improves supervisor coaching.

**What Is Generative AI?**
Generative AI is a type of artificial intelligence that creates new content, like call summaries, by analyzing patterns in existing data (e.g., call data).

**BETTER THAN CALL NOTES**
AI Interaction Summary automatically generates a summary of every inbound or outbound call, creating a timely and accurate account of the interaction, thus saving the agent time and increasing accuracy.

**FASTER CALL ANSWERING**
Completing call summaries can take 5 to 10 minutes based on the length and complexity of a customer interaction. AI-powered interaction summaries instantly cut down wrap-up time so frontline users can assist the next caller.

**BETTER COACHING AND TRAINING**
Accurate, timely, and unbiased call summaries from AI Interaction Summary allow supervisors more coaching time rather than sifting through long call recordings or transcriptions.

**HAPPIER CUSTOMERS**
Improve your customer’s experience by presenting frontline users with digestible summaries from the last time the customer called. Empower frontline users to engage deeper with the customer and solve their issues quicker.
Search call recordings based on summaries, sentiment, keywords, and more. Read the summary, check the full transcript, listen to the recording, and launch an evaluation from one spot.

See a summary of the prior interaction for return callers and engage more deeply for better customer experiences.

**HOW AI INTERACTION SUMMARY WORKS**

**Enable By Queue**
- Admins designate which call queues require transcription and AI call summaries.
- Calls are recorded and transcribed.
- If AI Transcription Redaction is enabled, sensitive information is removed from the transcription.

**AI-Powered Analysis**
- Intermedia’s AI engine analyzes the call to identify the most important aspects of the interaction.

**Supervisor Review**
- A summary is attached to the customer call record.
- Supervisors can review summaries by searching call recordings or on the Transcript tab of the Evaluator tool.

**Future Interactions**
- Supervisors can allow frontline users see a summary displayed for incoming return callers.