



Intermedia AI Interaction Summary

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.

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.



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).

Call Date: 4/19/2023 12:11:15 PM Duration: 00:03:39 Agent: Agent 1 Neutral

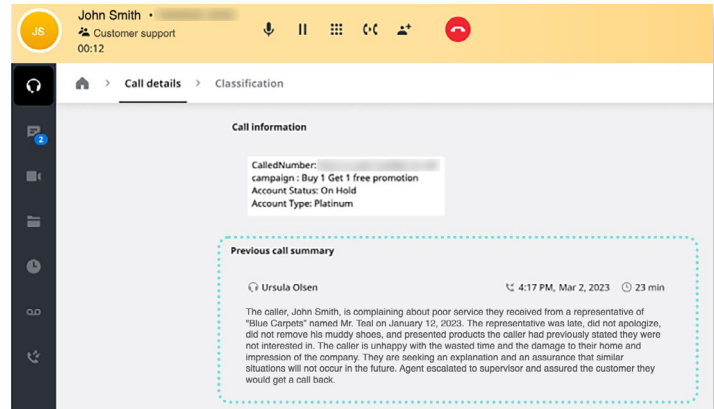
AI Summary Copy

Customer Natanya contacted Uniformed R Us to order school uniforms for her twins. She faced an issue while registering her twins online as they have the same date of birth. Agent Jenny apologized for the inconvenience and resolved the issue by entering both dates of birth into the system. Natanya decided to order over the phone and placed an order for two long-sleeve white shirts, two blue vests, and two gray pants. She also opted for overnight shipping for an additional \$2. The total cost was \$75, which was charged to her credit card on file. Agent Jenny confirmed that the order would be delivered the next day and provided the tracking information via email. The overall sentiment of the customer was positive.

Close

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.

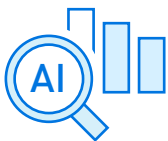


HOW AI INTERACTION SUMMARY WORKS



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.



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2021 Certified Assisted Technical Program, developed in conjunction with TSIA. Based on successful completion of an audit and exceeding a customer satisfaction benchmark for assisted support operations. For more information, visit www.jdpower.com or www.tsia.com.

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