

Five9 Agent Assist

Harness AI to empower your agents with real-time intelligence and automation, helping them become more effective.

Getting customer experience (CX) right starts with your contact center agents. But with the increasing complexity of live interactions, agents can feel pressured and burned out, resulting in lower productivity and higher turnover. The agent experience and the tools they use need to evolve to meet elevated customer demands.

Many organizations are turning to artificial intelligence (AI) to make agents' jobs easier, engaging, and more meaningful. Five9 Agent Assist harnesses the power of AI, machine language, natural language processing (NLP), and generative AI to provide real-time intelligence and automation to help agents be more effective and productive.

Empowered by relevant information and the next-best-action guidance, agents can focus on the customer to deliver a more personalized, human experience. Moreover, leaders can gain instant visibility into trends to optimize performance.

Agent Assist is a practical and powerful AI solution that simplifies building solutions to fit your business needs. At the core, it creates collaborative intelligence by combining the unique skills of people and smart machines, where both augment the other's capabilities. Overall, it results in a dramatic improvement in customer experience, team performance, and business results.

Make Agents More Effective

Five9 Agent Assist provides the resources your agents need to have a smart customer conversation every time. Agent Assist acts as a personal assistant that automates repetitive work so that agents focus their energy on helping customers.

Real-Time Guidance at Every Step

Agent Assist analyzes the customer's intent and requests in real time. Based on that analysis, it presents the agent with guidance cards with automatic reminders, next best actions, or knowledge base articles. Guidance cards present agents with the relevant information at the agent's fingertips, reducing their response time, helping them more effectively navigate the conversation and achieve the best outcomes.

AI Checklist, another real-time feature, presents agents with a sequential task list based on the call intent. It automatically tracks the agent's verbal actions and checks off the items from the list.

Typical use cases of these real-time assistance features include:

- Reminders for agents to read HIPAA compliance or specific disclosure statements
- Assistance with objection handling
- Presentation of upsell opportunities
- Improved call quality
- Reduced new agent ramp-up time

Automation to Reduce Workload

Agent Assist real-time transcription and summarization features reduce contact handle time and after-call work (ACW).

Automatic, real-time transcription of conversations between agents and customers frees agents from notetaking. It also provides analysis that helps the agent understand what the customer has said without asking them to repeat it.

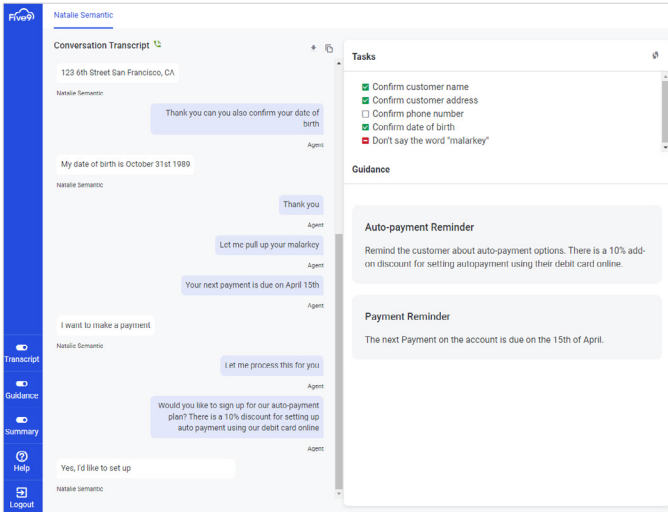
Agent Assist AI Summaries leverages the next-gen OpenAI GPT to provide call summaries within seconds, outlining each step that takes place during the call. Once the call is complete, Agent Assist automatically adds the summary to your CRM or database of choice. These auto-generated

Benefits

- Reduce average handle time (AHT)
- Improve agent experience
- Increase customer satisfaction by providing relevant, timely information
- Improve upsell, call quality, and compliance

Features

- Real-time in-call guidance and checklists
- AI Summaries powered by OpenAI GPT
- Real-time call transcription
- Conversation insight reporting



Coaching cards remind the agent to request payment during the call.

summaries are accurate and consistent across calls, campaigns, and agents. Agent engagement and satisfaction improve as they spend less time doing the mundane, after-call work and spend more time solving customer issues. This out-of-the-box feature helps to reduce the time agents spend on post-call activities drastically. Top use cases include quality monitoring and training, improving customer satisfaction, and increasing compliance.

Provide Leaders with Actionable Insights

Agent Assist comes with comprehensive, out-of-the-box, interactive visual dashboards so managers can monitor, measure, and analyze data on critical KPIs. In addition, managers can easily search and view call recordings, transcripts, and summaries to understand customer sentiments and intents as well as what topics drive call volumes. It empowers them to drill down and quickly uncover which agents adhere to best practices or go off-script. Managers can take immediate action, identify agent training needs, and adjust workflows to improve customer engagement.

Empower Your Team with Practical AI

Five9 Agent Assist Studio is a user-friendly, intuitive admin tool accessible from the Five9 unified administration portal. Using this tool, it's easy for admins to create and edit the next best action, including real-time coaching cards, guidance cards, and AI Checklists in just a few clicks. The guidance card library simplifies card creation and customization, leveraging models and rule engines for intuitive business logic, intent-based triggers, keyword selection, and campaign filtering.

AI Model Manager* allows non-technical users to define, train, and deploy their AI models without specialized expertise. You can easily add or remove new intents, train, and customize the AI behavior to suit your operational needs.

Unparalleled Value with Five9 Agent Assist

Experience seamless context transfer across the core Five9 Platform and comprehensive contact center operations, encompassing campaigns and skills management. Leverage AI-driven subject-matter expertise for efficient implementation and configuration of AI models. Enjoy the convenience of Agent Assist being accessible as a dedicated panel within Agent Desktop Plus, seamlessly merging with the customer's preferred CRM environment for a unified and efficient workflow.

*Beta feature

"TruConnect has seen a 30-second reduction in AHT due to automation and real-time assistance. In the first year, we are expecting 7.5% yearly savings and in year two between 10% and 20% savings."

TruConnect



About TELUS International

TELUS International (NYSE & TSX: TIXT) is a leading digital customer experience (CX) innovator that designs, builds and delivers next-gen digital solutions for global and disruptive brands.

Learn how CCaaS from TELUS International can help transform your contact center from a cost center to a revenue source. For more information, visit telusinternational.com/ccaaS.



About Five9

Five9 is an industry-leading provider of cloud contact center solutions for more than 2,500 customers worldwide, facilitating billions of customer engagements annually. The Five9 Intelligent CX Platform provides end-to-end solutions with digital engagement, analytics, WEM, and AI to enable businesses to deliver joyful CX, increase agent productivity and deliver tangible business results. For more information, visit www.five9.com.

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