

ASSIST YOUR AGENTS IN REAL TIME

Empower your customer support teams with the right information at the right time, leading to confident agents and satisfied customers.



CHALLENGE

A simple customer ask, when not attended promptly, can turn a customer engagement into a long and stressful one. Delayed supervisory support causes escalations and longer call durations, frustrating both customers and call center agents. These inefficiencies fuel operational costs and significantly affect the overall motivation of call center agents.

SOLUTION

SESTEK Agent Assist is designed to support agents and supervisors at call centers. The product constantly monitors customer interactions, analyzes data to detect issues, and provides immediate notification and guidance to improve the process. This flow enables supervisors to intervene in real time to provide support to agents-in-need.

HOW IT WORKS



SESTEK Agent Assist constantly monitors customer interactions to detect issues early.



The solution provides immediate guidance, and if needed, notifies supervisors to intervene in real time.



By reducing escalations and call handling times, it helps decrease operational costs and improve overall efficiency.

BENEFITS



IMPROVE CUSTOMER SERVICE

Real-time prompts help agents assist customers more effectively, leading to higher quality of service.



PROACTIVE RESOLUTION

Instant alerts to supervisors enable swift intervention for critical issues, preventing escalations and reducing call durations.



SIMULTANEOUS COACHING

Supervisors can provide immediate on-the-job coaching, fostering continuous improvement in representative performance.

DIFFERENTIATORS

Customizable Scenarios

The UX-friendly interface allows users to adapt and adjust real-time scenarios to meet unique business flows.

API-Powered Notifications

Seamlessly integrate real-time alerts into workflows, sending notifications to key users at different channels to enhance efficiency.

Sentiment Analysis

Detect negative sentiments instantly, enabling swift responses to improve customer satisfaction and loyalty.

Acoustic Insights

Monitor speech dynamics to intervene in real time for better engagement and effectiveness.

Effective Training

Pinpoint areas for improvement and assign coaching modules instantly to enhance performance.



Satisfied Customer

00:48

Good job! The customer sounds happy with your service.



Empathy Shown

00:32

You expressed sympathy towards the customer. That is a good way to gain sympathy and receive positive approach.



Angry Customer

00:18

The customer sounds frustrated. Try to keep them calm down!

Scenario-Triggered Notifications

SESTEK Agent Assist enables organizations to create customized scenarios that detect specific phrases or key moments in real time, triggering alerts to guide agents and notifying supervisors when intervention is needed.

Notification received for critical scenarios will have to be acknowledged by the agent as seen.

