

[24]7 Assist

Empower your agents with a robust suite of tools to drive more productive and contextual conversations.

Great customer experience starts with a great agent experience

[24]7 Assist offers the best technology, right toolset, and relevant context at your agents' fingertips to best serve customers across digital and voice engagements. Leveraging our operational expertise in Agent Services, we have designed some robust tools to simplify agent experiences. With [24]7 Assist, empower your agents to drive more productive conversations.

[24]7 Digital Assist, Assist Widget for CRM, and [24] Active Share are the key products of the [24]7 Assist suite. Digital Assist is a unified, AI-powered agent console that supports chat and messaging channel interactions from a single platform. Assist Widget for CRM provides native and custom integration options with the leading customer relationship management (CRM) and enterprise systems for a holistic view of customers. Active Share

Key Business Benefits



Boost CSAT & NPS

Put the right tools and relevant information at the agent's fingertips so they can resolve issues faster, personalize conversations, and elevate the CX.



Improve Agent Productivity

Enable your agents to work more efficiently with intuitive workspace and tools, reducing Average Handle Time (AHT) and increasing First Call Resolution (FCR).



Drive Better Outcomes

With quick access to customer journey and context, agents make the right recommendations at the right time, accelerating conversions.

Product Features

PRODUCT	FEATURE DESCRIPTION	WHY YOU NEED IT
[24]7 Digital Assist	<p>Digital Assist is a unified, AI-powered agent console that is a preferred digital workspace for agents. Features include:</p> <ul style="list-style-type: none"> • Supports chat and multiple messaging channel interactions from a unified desktop • Enables agents to drive intent-driven conversations with AI-assisted response, awareness of the visitor web journey, and data from your CRM and knowledge base • Advanced routing and queuing to match cases to the right agent or queue • Digital Assist's lead console allows supervisors to gain a real-time view into interactions and levers to easily manage traffic and interactions. • Supervisors can manage and drive continuous performance improvement of a team through real-time metrics and reports 	<p>Re-imagine agent experience and drive efficiency with a holistic agent platform. With [24]7 Digital Assist, empower agents to provide better support</p>
[24]7 Agent Widget for Salesforce	<p>Assist widget is the perfect choice for brands looking for the best Conversational AI Platform that integrates and functions optimally within their Salesforce Service Cloud. Assist Widget can communicate with the hosting application to ensure matching records for the customer are presented as the agent manages concurrent chats. Digital Assist's agent console can be natively plugged-in to get advanced console features, including real-time context, multiple concurrent chats, smart responses, and more</p>	<p>Allow agents to harness the power of customer data from CRM and enterprise systems without switching between multiple systems</p>
[24]7 Active Share	<p>Active Share simplifies complex voice calls by empowering agents to push visually rich, personalized, interactive digital content directly to a caller's mobile device during a call. Push digital content for a variety of complex voice journeys and intents, including:</p> <ul style="list-style-type: none"> • Terms and conditions • Regulatory compliance statements • Reviewing and comparing plan/product details • Applications • Enrollments • Balance Transfer • File a Claim • Troubleshooting • Claims 	<p>Active Share adds a unique visual element to standard voice calls, boosting conversion rate, reducing customer effort, and decreasing average handle time (AHT)</p>

Give your agents the best tools to elevate engagement

Agents are at the forefront of meeting rising customer expectations for a faster and more personalized experience. [24]7 Assist offers an innovative, modern set of tools leveraging AI technologies to improve agent experience and, in turn, boosting customer satisfaction.

Improved Agent Efficiencies with [24]7 Digital Assist Drive Better Results

+89%

first contact resolution

+30%

sales conversions

+20%

CSAT increase

Key Messages

Operational Expertise

Built by agents for agents, the [24]7 Assist draws on input from 7,000+ in-house agents to support a comprehensive range of agent needs.

Unified, Intuitive Interface

Optimized layout with visual cues and predictive models allows agents to focus on the right conversation. [24]7 Assist supports chat and multiple messaging channels from a unified platform.

AI and Agent Teaming

Bots assist agents with Smart Responses to improve customer satisfaction and agent productivity. Agents train Bots to improve automation and reduce time-to-market.

Holistic Customer View

Assist integrates seamlessly with various CRM and enterprise systems, providing agents complete customer context and data within a single view.

How to Get Started

Whether you are looking to simplify your agents' experience or empower them to drive more productive customer conversations, [24]7.ai has a framework to match your needs—today and tomorrow. We're the partner you can rely on to outperform your goals. Contact us today.

Contact us today

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About [24]7.ai

[24]7.ai is redefining how artificial intelligence and human insight are combined to produce satisfying customer experiences. Our conversational AI platform predicts consumer intent to create frictionless interactions, across every channel, that strengthen relationships and increase brand loyalty, at the lowest cost per resolved conversation.

For more information visit: www.247.ai