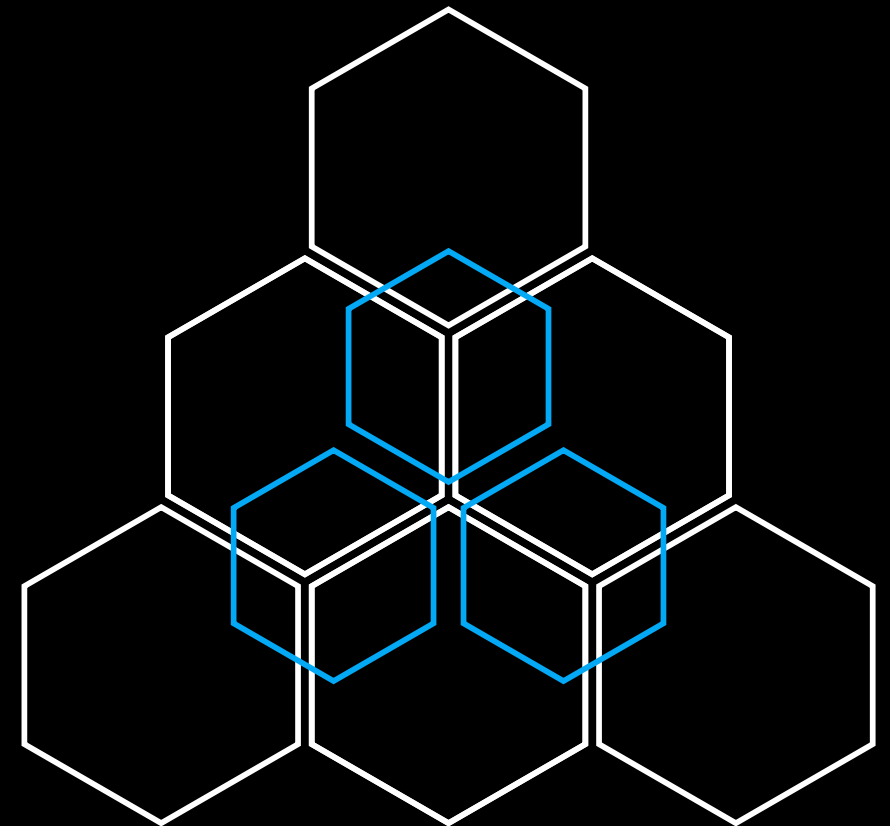


Call Summaries

Unlocking immediate productivity gains with Generative AI



Why summaries are the best place to start with generative AI

Big Benefits

- Reduced Average Handle Time (AHT)
- Increased agent Satisfaction and engagement
- Surfaces Key business data and insights
- Infinite scalability

Easy

- Quick implementation through simple integration
- Can function as a standalone point solution if needed

A Strong Foundation for your Generative AI journey

By starting with intelligent conversation summaries powered by generative AI, you unlock immediate productivity benefits while establishing a robust data backbone. This streamlines your journey towards comprehensive AI transformation, ensuring you build upon a strong foundation tailored to your unique business needs.



Who Is Avaamo?

An AI pioneer

Avaamo is a pioneer in natural language interfaces and AI-native software for contact centers. As a Gartner™ Leader in Conversational AI platforms, we have been building AI solutions for several years.

We help customer service leaders unlock their full potential by promoting contact center automation, while assisting you in delivering a great customer experience.

Our customers are usually large enterprises that care deeply about leveraging AI to transform customer experience (CX) by delivering unprecedented cost savings and maximizing customer delight.

What do we offer?

We offer a full suite of AI-native solutions designed specifically for the needs and nuances of the CX industry.

The value of good summaries in the contact center

Unlocking Conversational Intelligence

- To provide context for agents on prior customer interactions
- To facilitate record-keeping for compliance purposes
- The ability to create and collect accurate, data-rich, and easily accessible summaries at scale is a game-changer
- Automating summarization reduces post-call stress, improves Average Handle Time (AHT) KPIs, and gives you a clearer picture of what drives successes and areas for improvement within your organization.

Generative AI: Transforming Summarization

While call summarization has been possible before, it required significant configuration and tuning and could only handle conversations following a fairly regimented structure. Generative AI is poised to revolutionize how summaries are created, managed, and utilized, breaking free from past limitations.

The ideal summary in a GenAI-driven contact center?

Effortless and Comprehensive

- Summaries are automatically generated for each customer interaction.
- Summaries adhere to industry best practices, ensuring consistent quality.
- The summarization process is seamless and fully automated, eliminating disruptions to agent workflows or conversations.

Insightful and Actionable

- Key business insights are automatically extracted from summaries.
- Topics are dynamically identified and classified.
- Relevant data is surfaced in a usable and digestible format to stakeholders across the organization.

Real-Time Availability

- Summaries are completed immediately after each interaction.
- In case the customer calls back, the next agent has instant access to comprehensive context.
- Summary generation occurs instantly, without distracting agents or increasing Average Handle Time (AHT).

Why Agent Assist should prioritize call summarization

Summarization forms the GenAI bedrock

We believe summarization forms the bedrock of your present and future AI endeavors in the contact center space. It's why we provide:

- The market's best, most accurate, and fastest summarization and transcription solution.
- Customization allowing you to specify not just length and format, but also key topics or entities to capture, such as competitor mentions, new product/service references, successful or unsuccessful sales attempts, and more.
- Robust data enrichment capabilities, including topic tagging, to ensure you capture evaluations, compliance, fraud, sentiment, and other critical considerations.
- The ability to create unique configurations for different agent groups (e.g., by line of business, experience level, etc.).
- If using Avaamo's Generative AI-powered Knowledge Assist, seamless integration with its instant, accurate, and knowledgeable agent recommendation features.

By mastering transcription and summarization powered by AI, you establish a solid foundation for comprehensive contact center transformation. Accurate conversation capture and rich data contextualization enable optimized operations, empowered agents, and extraordinary customer experiences.

Why buy? What to look for?

The Time is Now

The data-rich, useful summaries that your business truly needs have been impossible to achieve at the speed, accuracy, and scale demanded by modern contact centers using previous generation technology.

This level of capability has never been possible before, and that is why now is the ideal time to find the right summarization solution for your organization.

What to Look For

- A modern, cutting-edge summarization solution
- A native Generative AI solution like Avaamo Agent Assist, capable of accurately and automatically summarizing all conversations at scale while structuring data in usable, insight-rich formats.

Assessing Your Options

Large CCaaS Vendors: These are often all-or-nothing solutions with new, bolted-on AI components that may further lock you into their processes and environment, limiting flexibility.

Small CCaaS Vendors: Likely still relying on extractive or machine learning models for summaries. Typically higher priced with less interoperability. May lack additional features like automated integration with enterprise systems, dashboards, and data enrichment – leading to a piecemeal solution loosely bolted onto your existing infrastructure.





Why we are the right partner...

Unparalleled Partnership

We strive to be the best technology partner you have ever had. As the first end-to-end generative AI solution on the market, we invested thousands of hours talking to our contact center customers, meticulously decoding current pain points before painstakingly building our solution.

Proven AI Expertise

Avaamo is not new to the AI or CX space. We have been building AI-native products for contact centers since 2014. We invest heavily in our products and workforce to bring our customers the best solutions on the market, backed by subject matter experts who ensure maximum benefit realization.

White-Glove Service and Consultation

We offer white-glove service, providing insights into contact center best practices across industries. Our consultative nature drives transformative results. Avaamo is laser-focused on delivering tangible business outcomes, ensuring data usability, and helping you realize your desired customer experience vision.

Take the Next Step

If you are interested in leveraging generative AI for your contact center, please click below to schedule a consultation with our experts.



Agent Copilot

The most advanced scalable solution in the market optimizing every aspect of agent workloads with generative AI.

About Avaamo

Avaamo is a multimodal generative AI platform that allows global enterprises to automate and deliver exceptional self-service experiences to customers, employees, and partners. Already used by the world largest and most innovative companies including Volkswagen, Intel, Ericsson, Siemens, PepsiCo, HSBC, John Hopkins, the company automated 2 billion interactions in 114 languages.

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