

Knowledge Assist

Real-time knowledge assist across
all your company's data.



Why knowledge management still falls in the Contact Center

The Knowledge Management Burden

The primary role of an agent is to deliver actionable knowledge that supports customer queries, providing relevant information at the precise moment of need. Even simple requests require deep subject knowledge and multiple repetitive tasks, while more complex issues add further steps and stressors.

Traditional Attempted Remedies

In response, contact center leaders have invested in more knowledge management tools, search capabilities, and knowledge bases. However, the question remains: Who has the time to search? In today's fast-paced environment, agents simply don't have the luxury of finding quality information themselves, particularly when handling complex issues that require interpreting multiple policies, guidelines, and the customer's context.

Disconnect from Reality

CX leaders have attempted to address this by intensifying training, creating more knowledge bases, and producing more content. While laudable, these initiatives continue to fall short due to their static nature and disconnection from live customer interactions.

Avaamo's Paradigm Shift

Avaamo's approach was to rethink knowledge delivery entirely – providing agents with precise, real-time information nuggets by discerning the intent behind customer conversations as they unfold. The need wasn't for more tools or information but rather the delivery of relevance at the point of service.



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.

Real-time Knowledge Assist using Generative AI

The Vision: Real-Time Relevance

We believe the approach had to be relevancy and context "in the moment." Combining the power of Avaamo Real-Time Transcription technology and Avaamo Generative AI tools, our knowledge assist solution tracks the customer's query in real-time and discerns intent.

Empowering Agents with Pinpoint Accuracy

It serves up the relevant nugget of information to the agent with precision and accuracy "at the moment of interaction." Its combination of low latency and high accuracy makes it a single, comprehensive solution.

Curating Optimal Responses

This prepares your contact center agents to fully leverage scattered knowledge bases and articles, expertly curating the optimal answer or blending answers in real-time.

The GenAI Advantage

By harnessing generative AI, our solution equips agents with hyper-relevant knowledge delivery synced to each live conversation. No more desperate searches or disconnected data - just accurate, insightful information surfaced at the point of service.

The value of real-time Knowledge Assist in the Contact Center

The Limitations of Legacy Solutions

Legacy knowledge assist solutions suffer from the search problem. Presenting the top 5 knowledge articles is seldom useful for an agent already stressed while on a call with an anxious customer. Moreover, implementing these solutions is a significant undertaking, necessitating teams to constantly update static content and reindex repositories.

The Avaamo Advantage

When you work with us, you'll get a comprehensive Knowledge Assist solution trained on your data, listening to conversations in real-time, and continuously improving with every call.

Real-Time Precision

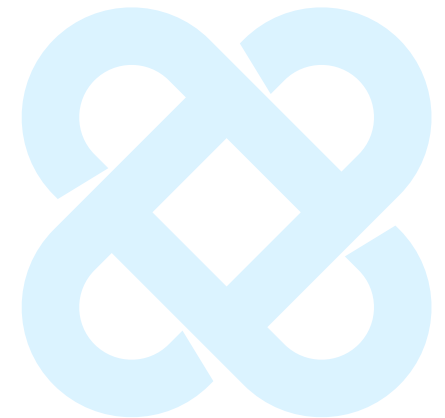
It delivers precise, accurate, and actionable responses as the customer conversation progresses, with appropriate nudges to the agent. Our Knowledge Assist provides unparalleled value.

Tangible Business Impact

Our Knowledge Assist will deliver immediate business value and boost agent efficiency by surfacing the right information at the right time, augmenting human capabilities.

Future-Proof AI Capabilities

With its ability to dynamically comprehend context and generate tailored responses, our AI-powered Knowledge Assist equips your contact center for sustained success in an era of heightened customer expectations.



Why Agent Assist should prioritize call Knowledge Assist

The Foundation for Agent Efficiency

We believe that the combination of real-time transcription and Knowledge Assist is the foundation of your present and future endeavors to accelerate agent efficiency.

Enterprise-Grade Security and Compliance

Our solution maintains enterprise roles and permissions to deliver precise and accurate responses while ensuring adherence to your organization's security protocols.

Seamless Integration with Existing Systems

It enables secure ingestion and modeling of your enterprise data through pre-built integrations to existing content repositories, eliminating the need for complex, time-consuming migrations.

Continuously Learning and Evolving

With an auto-updating knowledge base, our Knowledge Assist solution requires no training or dialog flows. Its out-of-the-box functionality ensures agents have access to the most up-to-date and relevant information.

Maximizing Your Knowledge Assets

You can unleash the true value of your existing efforts in creating comprehensive content by delivering "in the moment" knowledge precisely when and where agents need it most.

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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