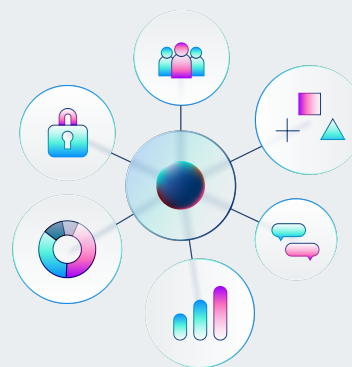


C1 Elly™ Assist for Contact Centers

An AI copilot that bridges the AI to human gap.



Challenge

In today's contact centers, customers often face frustration when they need to repeat themselves after being transferred from a bot to a human agent. Additionally, agents struggle with inefficiency as they juggle multiple screens and sources to find the information needed to resolve issues. These challenges lead to longer resolution times and decreased customer satisfaction.

Solution

C1 Elly Assist is the AI copilot designed to transform your contact center operations. It ensures seamless transitions between AI and human agents, providing real-time summaries, transcripts, and action items to agents. This eliminates the need for customers to repeat themselves and equips agents with the information they need at their fingertips. By streamlining workflows and enhancing efficiency, C1 Elly Assist boosts agent productivity, reduces time to resolution, and significantly increases customer satisfaction.

Value

True AI to human collaboration.

Eliminate handoff headaches by equipping agents to seamlessly pick up where AI left off.



Increase agent productivity



Reduce time to resolution



Increase customer satisfaction

Capabilities

Agent workspace

Empower agents with a centralized, real-time customer overview featuring bidirectional data flow. It can function as a standalone platform or within an existing application.

Intent intelligence

Automatically identify what your customer wants, their sentiment, and even their language. Plus, customize what you capture to get the insights that matter most to you.

Contextual summary

Capture the essence of every AI interaction, showing agents what was discussed, collected info, and clear next steps – all at glance.

Suggested responses

Use editable generative AI suggestions to automate common responses so agents can resolve situations faster.

Auto summarize

Key moments in a conversation are summarized and auto added to CRM records for continuous tracking.



Powered by C1 Elly™

The only fully managed generative AI platform that safely activates the full potential of your enterprise data to accelerate your time to automation impact. We deliver everything from data readiness and continuous improvement, crafting safe AI solutions built to enhance both customer and employee experiences that drive real value for your business.