

**Figure 23.1: Automated Post-Interaction Summarization**

8x8	Call Center Studio	Diabolocom	Five9	Google
<b>Please describe the automated post-interaction summarization capabilities of your solution.</b>				
AI summarizations for all channels leverages transcription and includes sentiment mapping, main conversational topics, interaction analytics metrics like silence and overtalk, and outcome. 8x8 Interaction Analytics utilizes OpenAI Whisper for transcription and translation. Transcriptions can be exported into any CRM, like SFDC, out-of-the-box. AI summarizations are available in Supervisor Workspace, external CRMs, 8x8’s native CRM, and through public APIs.	CX Insights, a tool within the AI Navigator module, leverages AI to automate interaction wrap-up and after-call work (ACW). The system automatically generates and posts a comprehensive summary of each interaction into the CRM system, detailing contact reasons, key events, outcomes, and sentiment analysis. In addition, the system automatically identifies and highlights follow-up actions and agent commitments made during a call.	Within the Agent Assist solution, a model generates post-call summaries in a customizable format and a summary is available at the end of the conversation in the Archives. All AI-generated insights are also available as actionable variables within the IVR system. The summary will include AI insights like: <ul style="list-style-type: none"> <li>• Title</li> <li>• Tags</li> <li>• Customer need</li> <li>• The reason for the call</li> <li>• Customer sentiment</li> <li>• Actions handled during the call</li> <li>• Next best actions</li> </ul>	Five9 AI Summaries leverages OpenAI GPT technology to provide post-interaction summaries within seconds. These summaries are customizable by each customer to capture information relevant to the business. <p>AI Summaries is an out-of-the-box feature within Five9 Agent Assist that allows customers to leverage advanced LLM technology. Customers can turn on the feature with an on/off toggle in the Five9 web admin console. The solution generates call summaries in near-real-time.</p>	Agent Assist Summarization custom model provides automated conversation summaries to agents after each interaction is completed. Agent Assist Summarization leverages a model trained exclusively on client-specific data. This differs from customization through a large language model, as detailed in summarization with custom sections. The summaries help agents create their conversation notes and understand end-user communication history.

**Figure 23.2: Automated Post-Interaction Summarization**

NICE	RingCentral	UJET	Vonage
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Enlighten AutoSummary analyzes interactions in real-time, combining industry-specific CX AI models with generative AI LLMs. These models identify industry-specific intents, key actions for	Real-time AI notes for telephony: <p>Offers real-time AI-generated notes during phone calls capturing key details, action items, decisions, and open questions. Enabled from the dial pad on desktop and</p>	AI-Powered Generation: UJET’s Agent Assist utilizes AI to automatically generate summaries of voice and chat interactions, capturing key points, customer sentiment, and action items. This eliminates the need	VAA extracts intents from the conversation and passes them to VCC. Speech analytics then analyzes the calls, generating notes, topics, and actions to blend them with the intents. During the interaction, Vonage

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<p>accuracy, outcomes, and customer sentiment.</p>	<p>mobile platforms, notes are stored in call history and can be shared via email, SMS, and messaging. Notes can be edited post-call. Admins can enable or disable this feature at the organization or user levels.</p> <p>AI-detected summaries, Q&amp;A, highlights, and next steps:</p> <p>Ability to track keywords and concepts and deliver insights. Admins can create and manage trackers to monitor team calls for keywords and concepts. Built-in trackers, tailored to industries, detect common categories and are enabled by default. Admins can also create custom trackers for specific situations. Users can track complete sentences or key phrases, such as competitor names.</p>	<p>for manual notetaking and data entry, saving agents time and improving efficiency.</p> <p>Multi-Channel Support: Summaries are generated for various interaction channels, including voice calls, chats, and potentially other digital channels, ensuring consistent documentation and insights across different touchpoints.</p> <p>Integration with CRM: Summaries are integrated into the customer's CRM system to provide a comprehensive record of the interaction and facilitate future reference and analysis.</p> <p>Customization: UJET allows administrators to customize the summary format and content to align with specific business needs and reporting requirements. This ensures that summaries capture the most relevant information for each organization.</p>	<p>understands the customer's intent and question and combines them with knowledge articles, which are both passed to the LLM to generate a real-time response/answer to the customer's question. Agents and Supervisors can view the intent captured by the VAA in real-time and historically.</p>

**Figure 19.1: Real-Time Guidance (RTG)/Next-Best-Action (NBA) Capabilities**

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<p>Please describe the RTG/NBA capabilities of your CCaaS solution.</p>				
<p>RTG/NBA capabilities can listen to and transcribe live interactions, understand and analyze multiple intents, identify entities (such as names and addresses), and use these to alert and coach the agent. They can also summarize</p>	<p>Agent Assist offers:</p> <ul style="list-style-type: none"> <li>AI-Recommended Responses: Agents receive real-time suggestions for the most appropriate responses</li> </ul>	<p>Diabolocom's Agent Assist solution leverages their proprietary LLMs and features real-time guidance linked to a knowledge base, entity detection, real-time transcription, and a variety of</p>	<p>Next-Best-Action capabilities are created within the Agent Assist Studio. Agent Assist analyzes customer interactions in real-time to detect intent and automatically presents agents with the Next-Best-Actions leveraging Guidance</p>	<p>Agent Assist supports Large Language Model (LLM)-powered real-time suggestions to human agents when they are interacting with a customer. Suggestions are based on a client's own knowledge base data and therefore can be</p>

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<p>conversations and enable the agent to ask the appropriate questions based on the interaction and get human-like responses collated directly from the interaction data.</p>	<p>during customer interactions.</p> <ul style="list-style-type: none"> <li>Real-Time Sentiment Analysis: The system monitors customer sentiment, allowing agents to adjust their approach in real-time.</li> <li>Real-time compliance support: Helps agents provide accurate and compliant information during conversations.</li> <li>Key Insights: Analysis of historical data and current trends to identify critical customer issues like login problems or service outages, enabling agents to address concerns proactively with context-driven strategies.</li> <li>Live Transcription and Conversation Tracking: Provides live transcription of customer interactions and tracks key conversation points.</li> </ul>	<p>other models available to assist agents.</p>	<p>Cards and AI Checklists. Guidance cards can be triggered based on traditional NLP-based intents, keywords, call events, or programmatically using Five9 Workflow Automation, configured in Agent Assist Studio.</p> <p>Agent Assist is designed to prompt tailored recommendations and actions that align with the customer journey. Guidance Cards present relevant information and knowledge articles about existing product information, reminders on how to resolve customer inquiries, and suggestions on how to initiate an upsell with customers.</p> <p>In parallel, the AI Checklist automatically keeps track of an agent’s actions performed during a conversation based on the typical flow to effectively handle the interaction. Throughout a call, AI Checklist presents agents with a tracked list of actions to take and automatically checks off action items performed using NLU and NLP. Contact center leaders can customize the conversational flow and the recommended Next-Best-Actions based on insights from</p>	<p>tailored to specific business needs. The RTG/NBA suggestion provided by Agent Assist supports</p> <ul style="list-style-type: none"> <li>guidance extracted from the KB</li> <li>suggested responses that agents can directly use</li> <li>take actions (flow-automation) through extensions or data injection API.</li> </ul>

**Figure 19.1: Real-Time Guidance (RTG)/Next-Best-Action (NBA) Capabilities**

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			successful sales and skills assigned.	

**Figure 19.2: Real-Time Guidance (RTG)/Next-Best-Action (NBA) Capabilities**

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<b>Please describe the RTG/NBA capabilities of your CCaaS solution.</b>			
<p>NICE Enlighten Copilot for Agents analyzes live ongoing conversations to help agents deliver accurate contextual responses – contextual both to what’s being discussed and to the emotional state of the conversation. Copilot automatically presents relevant knowledge based on the interaction context, leveraging content organized in a knowledge base, along with LLMs to provide agents with real-time content and guidance.</p> <p>Additionally, RTG includes real-time sentiment scoring and alerts the agent with guidance on specific soft skills needing adjustment to reach the desired CSAT outcome and tips on behaviors needed to make a sale, as well as live monitoring for supervisors, with a live transcript for calls in progress.</p>	<p>RingCX AI Agent Assist, in beta, delivers real time solutions to agents, with integration of knowledge base articles or documents. The AI recognizes customer questions and provides suggested responses to agents.</p>	<p>Agent Assist: Voice and chat agent assist leverages Google CCAI. The virtual agent can assist a live agent with AI-driven recommendations, real-time sentiment analysis, and by surfacing useful articles and FAQ answers to help live agents serve customers.</p>	<p>Agent Assist is integrated into VCC's Agent Workspace and surfaces knowledgebase articles based on context, delivers Generative AI automated responses and suggestions. Next-best-action guidance and checklists are under development, expected GA Q1 2025.</p>