SupportPredict
AGENT AI
Transformational agent empowerment

Reputation-making agent care starts with outstanding people, but even the best talent can't meet today's customer expectations using yesterday's technology. **Equip your outstanding agents with SupportPredict Agent AI, the extensible desktop tool that puts knowledge at their fingertips.**

Raise your performance targets.

It's no secret that customers judge brands based on customer experience. CX has become the leading factor in both buying decisions and customer loyalty in virtually every industry vertical. Now is no time to settle for status quo performance.

With Agent AI, you can raise your performance targets instead. Built on the SupportPredict platform and self-learning knowledgebase, Agent AI guides agents effortlessly to resolution and puts the information they need in front of them when they need it.

- Automated support paths
- Proactive dialogue prompts
- Knowledge delivery dashboard
  - Employee-specific content push
  - Intuitive search and Bots-guided discovery
  - Intraday bulletins
  - Recent and favorite content

Agent AI's call-flow guidance reduces handle times, improves first-call resolution, and preempts followup calls.

Shorter handle times
reduce the cost of care

Expedited speed to proficiency
improve CSAT scores

Job empowerment
increase employee retention

Contact centers equipped with Agent AI reach new-hire speed to proficiency 31% to 50% faster than those without. That means more effective agents on more customer calls. It's no wonder employee experience outcomes show **reductions in agent attrition and greater employee satisfaction.**
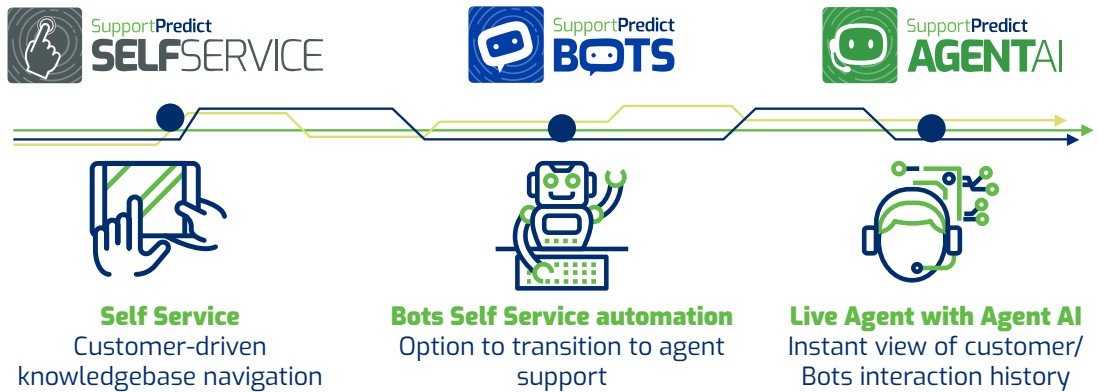
Even better with Bots.

SupportPredict Bots make fast resolution with Agent AI even faster while reducing effort for agents on the call. Bots are built to lead customers and agents alike through the SupportPredict knowledgebase so customers can get what they need and be on their way.

Using AI and machine learning, Bots score and surface content to zero in on the information with the greatest probability to resolve the customer need.

And, Bots make it easy for customers to transition from Self Service to live agent support.

Need a human? Bots have your back.

SupportPredict SELFSERVICE

SupportPredict BOTS

SupportPredict AGENTAI

Self Service
Customer-driven knowledgebase navigation

Bots Self Service automation
Option to transition to agent support

Live Agent with Agent AI
Instant view of customer/ Bots interaction history

AI, meet HI.

Sure, SupportPredict is a sophisticated AI-based platform developed by customer experience experts for customer experience operations, but the game-changer of it is a combination of artificial and human intelligence that makes it smarter with every interaction. SupportPredict uses machine learning and customer journey insights for continuous refinement, and its detailed analytics deliver actionable insights to what your customers want. That's AI-HI teamwork making the dream work!

SupportPredict
Build a Better CX.