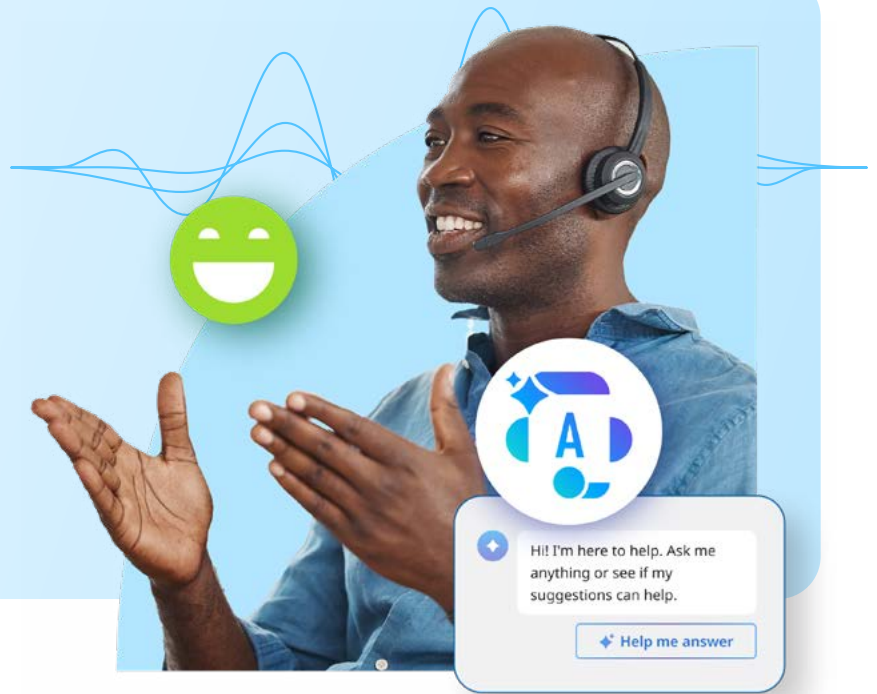


# AI Agent Assist

Deliver Exceptional Customer Experiences with Intermedia's AI Agent Assist



**In today's fast-paced world, customers expect seamless, informative, and exceptional interactions—every time.** Intermedia's AI Agent Assist ensures your customer-facing teams consistently meet and exceed these expectations.

Powered by real-time AI insights, Agent Assist empowers employees with instant access to business-specific knowledge, and personalized sentiment feedback. It streamlines workflows with intelligent automation, including post-call summaries, all within the same app your team already uses.

With AI-enhanced guidance at every step, your agents can confidently handle every interaction, delivering faster resolutions, higher customer satisfaction, and truly exceptional experiences.

Transform the way your team engages—enhance every customer conversation with Intermedia's AI Agent Assist

## MAKE EVERY AGENT YOUR BEST AGENT:

### BEFORE THE INTERACTION

**AI Call Summary** – Provide agents with a concise summary of a returning customer's last interaction, to help them personalize the conversation and resolve the interaction faster.

### DURING THE INTERACTION

**Real-time Access to Business Information** – Agents can ask AI Assistant questions via chat during customer calls to quickly retrieve business-specific information (e.g., company policies, product information, or procedural guidelines) to consistently provide accurate answers and improve first call resolution.

**Live Sentiment Analysis** – Keep conversations positive with real-time time sentiment that tells agents if the call is going in a positive or negative direction.

**Real-Time Transcription** – Provide agents with a live call transcript to quickly reference past details, reduce errors, and respond more accurately to customer inquiries.

### AFTER THE INTERACTION

**AI Recap** – Agents immediately receive an editable summary of the call with action items to expedite documentation and help them quickly get back to helping more customers.

The screenshot displays a call center interface with the following components:

- Call Information:** Account Type: Summer VIP
- Previous call summary:** Sienna James, Feb 11, 5:16 PM, 1m. Summary text: "The customer called to ask about expedited shipping options and gift cards as they wanted to send a surprise outfit for their sister. The agent guided the customer on purchasing gift cards through the Summer Jeans website and reviewed shipping times with the customer, offering to send an electronic gift card for immediate shipping."
- AI Agent Assist:** A chat window with a sentiment bar (red to green) and messages: "assistant! Ask me anything!" (12:48 PM), "Does the Curvy Ripped Straight Jeans run true to size?" (3:43 PM), and a detailed answer: "The Curvy Ripped Straight Jeans generally run true to size. However, if you like a more relaxed fit, you might consider sizing up. For the best fit, we recommend checking the size chart or comparing measurements from a pair of jeans you already own." (3:43 PM). Includes a "Please rate last message." button.
- Live Transcription:** A scrollable chat log showing the conversation:
  - C: "And I'm just not sure of the size." (01:19)
  - A: "It's ok, I'll be happy to help." (01:25)
  - A: "The Curvy Ripped Straight Jeans generally run true to size. However, if you like a more relaxed fit, you might consider sizing up. For the best fit, we recommend checking the size chart on our website or comparing measurements from a pair of jeans you already own. I'll be happy to send you the size chart." (01:40)
  - C: "This is great. My email is daniella@girlslovejeans.com." (03:34)
  - A: "Perfect. I will send it in a few moments." (03:42)
  - A: "Is there anything else I can help you with?" (03:49)
  - C: "No, this is perfect. Thank you." (03:53)

Agents see live sentiment to track how the customer's mood changes throughout the call.

AI provides a pre-call summary, so agents have the right context to handle the conversation effectively.

Agents chat with AI Assistant in real time during calls to instantly access company information and improve first call resolution.

Agents see a live transcription to follow the conversation in real time and easily reference key details during the call.

Interaction notes (optional)

Issue related with the last ticket created on Dec 12.

**AI Summary**  
 The customer called in to report an issue with a device on their account. The agent verified the customer's partner ID and account information and checked the device's provisioning status.

**Next actions**

1. Customer would generate a test call to see if the issue was resolved
2. Agent will follow up with the customer the next day to see if the matter was resolved or account configuration reset is needed

AI can make mistakes, check important info

**AI Recap** instantly captures key call details and next steps—no manual note-taking required.

### EASILY CREATE AI ASSISTANTS USING AI BUILDER:

With AI Builder, admins can easily create AI Assistants tailored to individual call queues by uploading business-specific data — ensuring agents have quick access to relevant information like return policies for support or product details for sales.

### REAL-TIME AI DELIVERS BETTER BUSINESS OUTCOMES:

AI Agents Assist’s live sentiment analysis, transcription, access to business information, and post-call summary streamlines agent workflows, increases interaction effectiveness, and reduces manual effort which helps businesses to:



#### Increase Agent Bandwidth

Help agents quickly resolve calls with access to accurate, relevant information to increase the number of calls they can manage.



#### Fast Track Onboarding

Empower new agents with real-time answers to build confidence, reduce frustration, and improve engagement from day one.



#### Reduce handle time

Get agents back to take the next call by automating post-call documentation.



#### Improve customer satisfaction

Resolve customer issues the first time with fewer call transfers by giving agents the information they need.



Intermedia has been recognized by J.D. Power for providing "An Outstanding Customer Service Experience" for its Assisted Technical Support. J.D. Power 2025 Certified Assistance and Technical Support ProgramSM recognition is based on successful completion of an evaluation and exceeding a customer satisfaction benchmark through a survey of recent servicing interactions for its technology service and support operations. For more information, visit [www.jdpower.com](http://www.jdpower.com)

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