CUSTOMER FAQS:

AI Agent Assist: Automated Suggestions

1. **What is AI Agent Assist: Automated Suggestions (Open Beta)?**
   AI Agent Assist: Automated Suggestions is a new enhancement that provides real-time, AI-generated responses to agents during live voice calls. The system analyzes the live transcript, identifies the customer's most recent unanswered question, and instantly delivers a relevant response from the AI knowledge base. This allows agents to stay focused on the conversation instead of searching for answers.

2. **Where is Automated Suggestions available?**
   Automated Suggestions is currently in Open Beta and available to U.S.-based Contact Center customers on Pro or Elite plans using the UC+CC desktop or web app. Currently, it supports English-language voice interactions only.

3. **How much does Automated Suggestions cost?**
   Automated Suggestions is available at no additional cost during the Open Beta for:
   - Contact Center Elite customers
   - Contact Center Pro customers with AI Call Recap enabled

4. **How do I enable Automated Suggestions for my agents?**
   Admins can enable the "Help Me Answer" feature in the Agent Assist settings via the Contact Center Admin Portal. To ensure it works properly, the following must be enabled for the agent's queue:
   - AI Agent Assist
   - AI Call Recap
   - Real-time voice transcription
   - An assigned AI Assistant knowledge base

5. **Who is the ideal customer for Automated Suggestions?**
   Any organization aiming to:
   - Improve customer satisfaction with faster, more accurate answers
   - Support agents with real-time answers to customer questions
   - Ensure consistent responses across agents
   - Reduce average handle times

6. **How does Automated Suggestions work in real time?**
   When an agent needs assistance, the AI instantly reviews the live call transcript, detects the customer's latest unanswered question, , and pulls a context-aware response from the relevant knowledge base. It then displays this information to the agent with a source link and feedback options. This means agents can get accurate, relevant answers instantly, without needing to type and search.

7. **How does this make agents more efficient and effective?**
   Automated Suggestions allows agents to:
   - Get instant answers with no typing
   - Stay focused on the customer
   - Avoid unnecessary delays or guesswork
   - Respond with confidence and consistency

   This leads to better performance, lower stress, and improved call handling times.

8. **What are the customer experience benefits of Automated Suggestions?**
   Customers will experience faster, smoother conversations with fewer delays or miscommunications. This leads to higher satisfaction and more accurate and timely responses, ultimately creating a better experience for both the agent and the customer.

9. **Can agents give feedback on the AI responses?**
   Yes. Each AI-generated suggestion includes a human-in-the-loop rating system, allowing agents to quickly provide feedback that improves knowledge base quality over time.

10. **How does AI Agent Assist: Automated Suggestions keep my data safe and private?**
    Data security and privacy are critical—especially when dealing with sensitive customer conversations.

    Usage of AI-related services, including Automated Suggestions, is governed by our AI Policy and Notifications, which outline how data is handled, stored, and protected.

    You can review these policies here.

11. **What kind of return on investment can I expect?**
    In a study of over 5,000 contact center agents, researchers from Stanford and MIT found that access to a generative AI assistant increased issues resolved per hour by 14%, with the biggest gains seen among newer agents. This increase in efficiency translates directly to time saved on each call—often in the range of 30 seconds or more.

12. **How can I start using Automated Suggestions today?**
    Log in to the Contact Center Admin Portal to enable it under Agent Assist settings. Be sure the required services and knowledge base are properly configured for each queue.