AI Supervisor Assist Customer FAQs

Q: WHAT IS AI SUPERVISOR ASSIST (OPEN BETA)?

A: AI Supervisor Assist delivers live customer sentiment analysis, real-time summaries, key topic detection with emotional tone, and instant transcripts to supervisors—providing them with the immediate visibility and context they need to intervene precisely during ongoing customer interactions.

Q: WHERE IS AI SUPERVISOR ASSIST AVAILABLE?

A: U.S.-based Contact Center accounts using the standalone Unified Communications and Contact Center (UC+CC) desktop app or the UC+CC web app now have access to AI Supervisor Assist Open Beta, and currently, it supports English only.

Q: HOW MUCH DOES AI SUPERVISOR ASSIST COST?

A: AI Supervisor Assist is available as a temporary free trial to Contact Center Elite customers and for Contact Center Pro customers with AI Call Insights enabled. Intermedia will provide advance notice prior to terminating the Intermedia AI Supervisor Assist beta and/or converting the Intermedia AI Supervisor Assist beta into a paid service.

Q: HOW DO I ENABLE AI SUPERVISOR ASSIST FOR MY SUPERVISOR?

A: Admins can enable AI Supervisor Assist by activating "Real-Time Transcription and Insights" for each queue within the Queue Settings page of the Contact Center Admin Portal. Once this setting is turned on, the AI Supervisor Assist features will appear in the Real-Time Management dashboard.

Q: HOW DO I KNOW IF I AM AN IDEAL CUSTOMER FOR AI SUPERVISOR ASSIST?

A: An ideal customer for AI Supervisor Assist is any organization with Contact Center looking to:

- **Empower their supervisors:** Organizations that want to give their supervisors advanced tools to proactively coach agents and intervene when needed.
- **Gain real-time insights:** Businesses that value immediate, AI-driven data to understand call trends, agent needs, and customer sentiment.
- **Improve agent performance and efficiency:** Businesses that want their agents to handle calls better and faster, and provide more consistent service.

- **Enhance customer satisfaction:** Companies focused on ensuring positive customer experiences and resolving issues more effectively.

Essentially, any business that wants to leverage AI to make their contact center more effective, their supervisors more impactful, and their customer interactions consistently excellent would be an ideal fit.

Q: HOW DOES AI SUPERVISOR ASSIST GIVE REAL-TIME INSIGHTS?

A: AI Supervisor Assist provides supervisors with the following intuitive features to gain real-time understanding of customer conversations such as:

- **Live Sentiment Monitoring by Queue:** Enables supervisors to instantly identify calls needing attention and proactively address negative sentiment trends.
- **Live, Searchable Call Transcripts:** Offers a real-time view into customer-agent conversations for deeper contextual understanding.
- **Mid-Call Summaries:** Delivers a quick AI-powered synopsis of ongoing calls, highlighting key topics and sentiment to help supervisors determine whether coaching is needed.

Q: HOW DOES AI SUPERVISOR ASSIST MAKE A SUPERVISOR'S JOB EASIER AND MORE IMPACTFUL?

A: AI Supervisor Assist helps supervisors:

- **Stay ahead of issues:** By monitoring queue health and customer sentiment in real-time, they can quickly identify calls needing their attention before they escalate.
- **Coach more effectively:** AI-generated summaries and live transcripts provide concise overviews and detailed context, enabling them to deliver focused and impactful feedback without listening to entire recordings.
- **Maximize their time:** Instead of being reactive, they can proactively address potential issues and reinforce positive agent behaviors as they happen, leading to a more efficient and higher-performing team.
- **Gain a holistic view:** By pairing with AI Agent Evaluator, they can connect real-time observations with post-call analysis to track agent progress and identify long-term coaching opportunities.
- **Communicate efficiently:** Integrated tools such as Unite Chat allow them to provide discreet, in-the-moment guidance to agents or collaborate with colleagues without disrupting the customer interaction.

Q: WHAT ARE THE SPECIFIC BENEFITS OF USING AI SUPERVISOR ASSIST WITHIN THE UC+CC APP?

A: Supervisors can use the UC Chat for discreet real-time messaging with agents or other supervisors, allowing them to offer quick tips, share information, or ask questions without interrupting live customer interactions. This ensures agents have the support they need to deliver excellent service. Additionally, supervisors can monitor calls, whisper feedback only agents hear, or barge into calls to take immediate action.

Q: HOW DOES AI SUPERVISOR ASSIST KEEP MY DATA SAFE AND PRIVATE?

A: We know keeping your data secure and private is a major concern, especially with sensitive customer conversations. Usage of AI-related services are subject to Intermedia's AI Policy and Notifications, which can be found here.

Q: HOW DOES AI SUPERVISOR ASSIST BUILD UPON EXISTING INTERMEDIA CONTACT CENTER AI CAPABILITIES?

A: Intermedia Contact Center's AI capabilities already provide deep post-call insights through **AI Evaluator** and **AI Call Insights**, helping supervisors assess agent performance and identify trends after interactions have ended. Now, **AI Supervisor Assist** takes that a step further by empowering supervisors during live conversations. It surfaces real-time insights and coaching opportunities as calls unfold, enabling timely guidance that can directly influence outcomes.

Alongside, **AI Agent Assist** supports agents throughout the customer engagement lifecycle. Before a call, it offers summaries of previous interactions, providing immediate context. During the call, it delivers real-time transcription, sentiment analysis, and instant access to relevant knowledge, allowing agents to respond accurately and efficiently. After the call, it generates concise summaries, reducing wrap-up time and ensuring accurate documentation.

Together, these tools form a comprehensive AI-powered ecosystem. **AI Agent Assist** enhances agent performance in real-time, while **AI Supervisor Assist** enables supervisors to intervene proactively. Post-call, **AI Evaluator** and **AI Call Insights** provide the data needed for continuous improvement.

This integrated approach ensures that both agents and supervisors have the tools they need to deliver exceptional customer experiences and optimize contact center operations.

Q: WHAT KIND OF RETURN ON INVESTMENT CAN I EXPECT BY USING AI SUPERVISOR ASSIST?

A: AI Supervisor Assist's value lies in its ability to empower businesses to:

- **Improve Agent Efficiency:** Real-time guidance helps them resolve issues faster.
- **Lower Handle Times:** Their coaching leads to quicker call resolutions.
- **Improve Overall Team Performance:** Proactive management improves agent effectiveness.
- **Ensure Better Quality and Compliance:** Their in-call support reduces errors.
- **Boost Customer Satisfaction:** Their team's improved performance leads to happier customers.

Besides better customer experiences, AI Supervisor Assist could result in big savings for a business:

- Avoiding just one escalation a day — which often means 15+ minutes of supervisor time, a service credit, or lost customer goodwill — could save around $50 per incident.
- Assuming 20 business days per month, that's over **$1,000 in preventable costs** per supervisor.

It's a clear win for a business's bottom line and the customer experience, and it's just one part of the AI benefits we're bringing to Contact Center.

Q: HOW CAN I START USING AI SUPERVISOR ASSIST TO MANAGE MY TEAM?

A: AI Supervisor Assist will be available as part of Intermedia Contact Center's Advanced AI features. Contact your Intermedia representative to learn more about how you can gain access and start leveraging the power of real-time AI to improve your supervisory capabilities and team performance.