

SOLUTION OVERVIEW

Acqueon AiQ™: Real-Time Conversational Intelligence

Help agents say the right thing at the right time, on every call, with Real-Time Agent Guidance, Coaching & Live QM.

Three Products, One Goal: 5-Star Conversations

Real-Time Agent Guidance: Guide Agents During Every Live Call

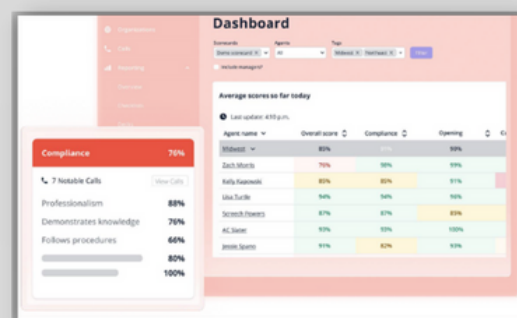
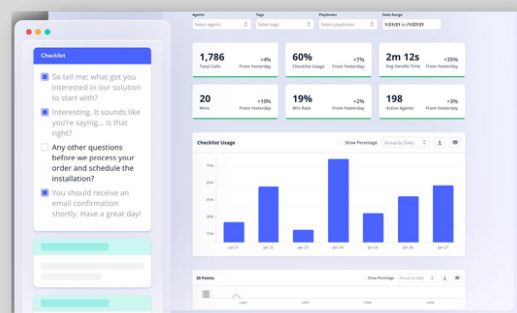
Acqueon AiQ™ guides agents to say the right thing, live, in real-time, on every call. Increase conversion rates, deliver exceptional service, boost agent confidence & stay compliant with Real-Time Guidance.

Real-Time Agent Coaching: Coach the Right Calls, in Real-Time

Listens to calls and automatically alerts managers about coaching opportunities. Drives immediate agent improvement by coaching the right calls in real-time.

Live Quality Management: Say Adios to Random Call Sampling

Automatically scores every single call so you can stop focusing on grading calls and start focusing on helping agents making every single conversation their *best* conversation.



✓ REAL-TIME CONVERSATIONAL INTELLIGENCE = REAL RESULTS ✓

26%

Increase in Conversions

25%

CSAT Score Increase

75%

Decreased Ramp Time

53 sec

Reduction in AHT

HOW IS AIQ REAL-TIME GUIDANCE DIFFERENT THAN AGENT ASSIST?

Real-Time Guidance (RTG) offers much more. Typical Agent Assist offerings identify call events based on keywords then provide agents with knowledge-base articles when events are triggered. Instead, RTG uses AI to understand the full conversation, including keywords, context & sentiment. AiQ provides real-time call-guidance to agents, giving answers to objections, questions and step-by-step call de-escalation support right on their screen.

FEATURES BUILT FOR INSTANT CONTACT CENTER RESULTS




- Workflow reminders & prompts
- Contextual agent prompts
- Live listen
- Automatic transcription & NLP
- One-button to scale winning talk tracks across all agents
- Agent gamification & experience
- AI learning & relevancy improvement
- Usable Analytics (keyword-based event, full conversation context, win-rate)
- 100% conversational visibility & reporting
- Knowledge base integration

Imagine How Much More Effective Your Agents Could Be...




WHY INVEST IN REAL-TIME GUIDANCE?

SMARTER AGENTS.
 MORE PRODUCTIVE AGENTS.
 HAPPIER AGENTS.
 MORE SALES WON.
 MORE PAYMENTS COLLECTED.
 HAPPIER CUSTOMERS.
 LOWER OPERATIONAL COSTS.
 RESOURCE OPTIMIZATION.
 MORE EFFECTIVE MANAGERS.
 COMPETITIVE ADVANTAGE.
 INSTANT ROI.
 PURE UPSIDE RESULTS.

BEFORE REAL-TIME W/ AIQ

-  **Common Contact Center Challenge:**
Find mistakes after the call is lost
-  **Common Contact Center Challenge:**
Lose calls despite tons of coaching
-  **Common Contact Center Challenge:**
No way to put all your insights into practice

AFTER REAL-TIME W/ AIQ

-  **Actual AiQ Benefit/Outcome:**
Prevent mistakes before they happen
-  **Actual AiQ Benefit/Outcome:**
Deliver excellent conversations every time
-  **Actual AiQ Benefit/Outcome:**
Scale insights at the push of a button