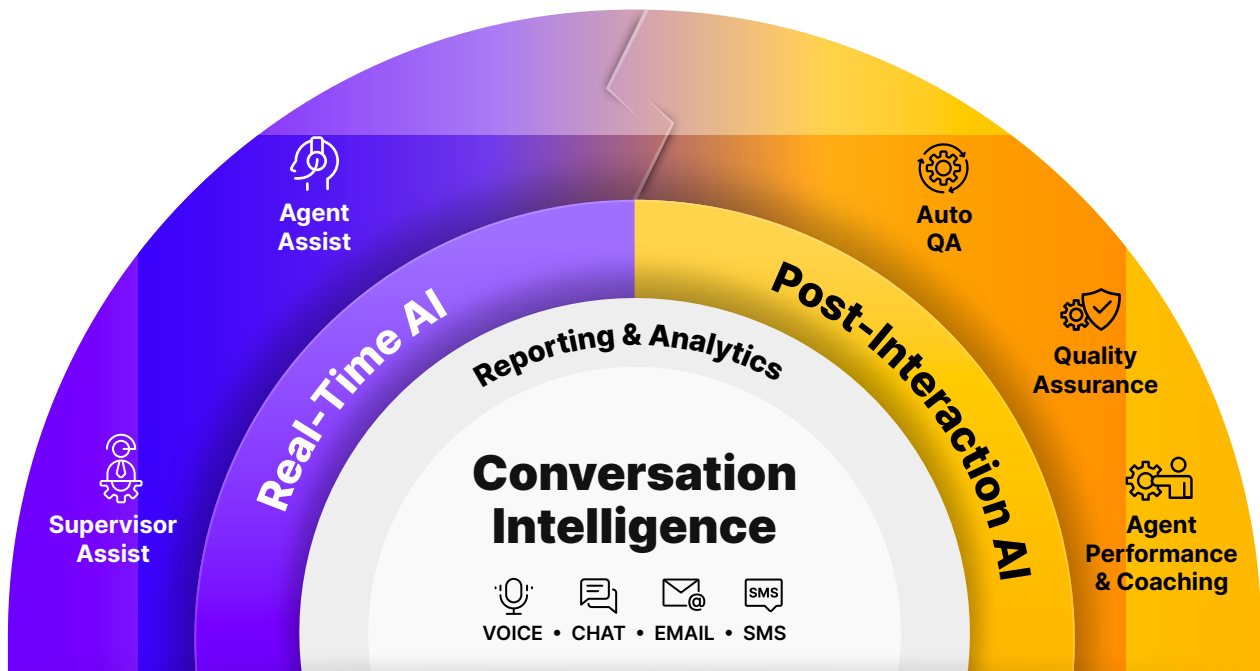




Contact Center Excellence. Fueled by AI.

Observe.AI transforms contact centers by using AI to analyze 100% of customer interactions across channels, boost agent performance, and automate workflows that accelerate sales and retention.



Secure and Scalable Platform

Compliance • CCaaS, CRM, Knowledge Base Integrations • SSO • HIPAA

Key Benefits



Improve retention with stellar customer experience

Analyze every customer conversation to drive higher satisfaction.



Increase sales conversion rates

Uncover performance gaps and coach to improve sales performance.



Expertly manage risk and compliance

Get visibility into and enforce mandatory disclosures and process adherence.



Drive operational efficiency at scale

Leave time-consuming processes behind with automated, efficient workflows.

How Observe.AI Works

Real-Time Agent Assist

Provide agents with live call guidance and recommendations that help them confidently sell or support customers.

Real-Time Supervisor Assist

Empower team leaders to monitor live call progress, provide timely coaching to agents, and save calls before they end.

Quality Assurance

Identifying key moments at scale allows you to automate your QA process, increasing your evaluation volume exponentially.

Agent Performance & Coaching

More evaluations mean more insight into agent and rep performance—and opportunities to coach and train.

Auto QA

Use automation to score 100% of your interactions so you can coach your agents based on reality.

Reporting & Analytics

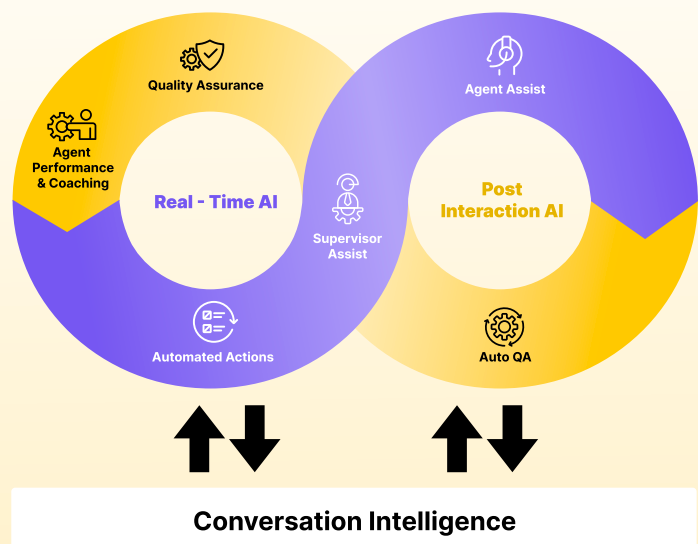
Leverage analytics across your entire organization to create a powerful feedback loop that drives continuous improvement, whether you're focused on customer satisfaction or sales.

Conversation Intelligence

Our best-in-class AI engine identifies key moments at scale across 100% of agent and rep conversations, chats, emails, and more.

The Only End-to-End AI for Contact Centers

Combine in-the-moment AI assistance with post-interaction QA and coaching for a complete line of sight into what's happening in the business and where agents can improve.



Everything Starts With Our Best-in-Class AI Engine

Observe.AI's conversation intelligence uses AI to automatically record, transcribe, and analyze your contact center's calls, emails, chats, and more, identifying keywords and topics so leaders can efficiently locate the most important moments and easily analyze them.

Highly Accurate Transcription

Delivers transcripts for coaching and QA—at scale

NLP Sentiment & Intent Analysis

Allows you to identify positive or negative customer sentiment

Silence Detection

Analyzes calls for hold time or unresponsiveness

Speaker Separation

Intelligently distinguishes between customer and agent voices

Redaction

Ensures compliance and security

Contact centers using conversation intelligence, overwhelmingly agree on the business benefits.

96%

agree it has created more transparency

94%

agree it has enabled better agent coaching

92%

agree it has helped them make more strategic business decisions

87%

agree it has helped them bring down their overall operating costs

89%

agree it has improved their ability to engage with customers

Source: State of Contact Center Conversation Intelligence 2022

Unlock Hidden Insights with Moments

Observe.AI's Moments lets you digest and distill your conversation data from voice, chat, email, and more by helping you identify and track the key instances that are meaningful to your business.

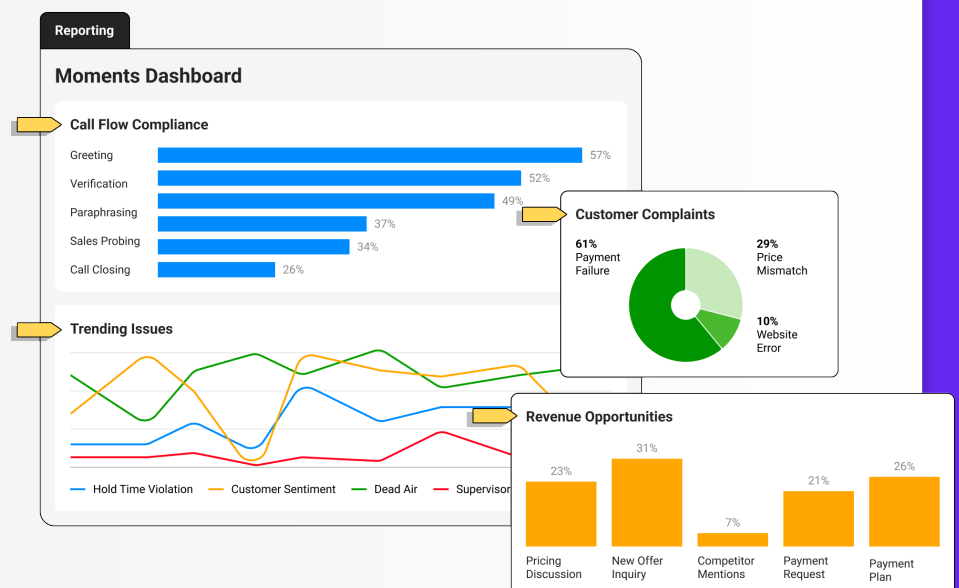
We use AI to identify and surface specific moments throughout 100% of conversations—so you know what's happening at all times.

Moments allows you to answer key business questions to drive outcomes that matter.

What are the top customer complaints?

Are reps following call flow scripts?

Did the customer mention any competitors?



Increase Conversion and Retention with Real-Time AI

Let AI assist agents on live calls and deliver more positive outcomes. Real-Time AI boosts sales, compliance, and retention by improving agent performance on live calls through scripts, prompts, call notes, and live supervisor monitoring. Create personalized real-time experiences based on an agent's or team's post-interaction data.



Close more revenue consistently through better call execution



Deliver foolproof compliance and keep agents on script



Create better customer experiences triggering immediate attention an action



Accelerate agent ramp and create more self-learning opportunities

Keep agents on script and deliver consistent outcomes

Agent Assist empowers agents to sell better, handle objections, stay compliant, and resolve issues faster resulting in sharper skills and increased confidence.

Capabilities include: Smart Scripts | Dynamic Prompts
Behavioral Coaching | Automated Actions | Experience Designer

Was there anything else you wanted to add to your plan?

Upsell Reminder

- Anything else they can add to the insurance plan?
- Add automobile to home
- Add second car or home
- Explain price savings

Your price is too high

Pricing objection

- Product Value and ROI [PDF]
- Counter with offer, if needed

Empower supervisors to impact the outcome of live conversations

Let managers keep teams in sync, no matter where agents work from. Supervisors get real-time visibility into agent call performance and can assist agents any time a conversation gets tough. Agents can raise a hand and seek help from team leaders.

Capabilities include: Supervisor Assist | Live Transcription | Real-Time Trends

↑ **10%**
Increase in sales call conversions

↑ **90%**
compliance rates across the team

↓ **23%**
Reduction in average handle time

↓ **60%**
Reduction in hold time violations

Inspire Change with Next-Level Quality Assurance

Gain a line of sight into every interaction and pick the most relevant ones for review, then double click on parts of each conversation that need attention or have the highest potential to drive change.



Surface key interactions to be monitored for quality.



Evaluate more conversations in less time.



Deliver feedback your team trusts and can execute on.

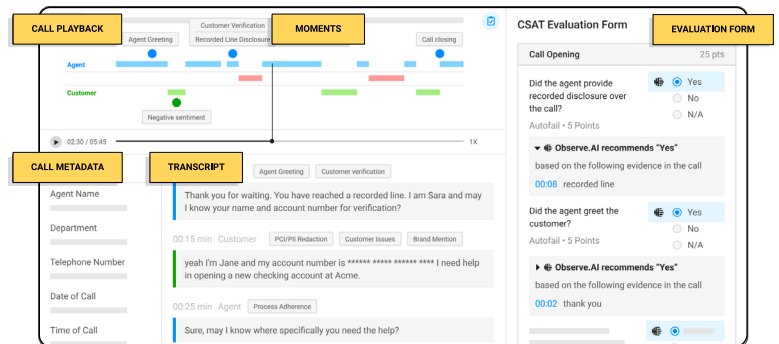


Track performance across all channels.

Easily locate the important parts of a conversation, evaluate them and grade questions faster.

Observe.AI surfaces key moments alongside transcript and QA forms for seamless and efficient workflows.

Understand what's happening on the call, identify the Moments that matter, and provide feedback in a single pane of glass.



Boost Agent Performance, Faster—with Auto QA

Auto QA uses the power of AI and machine learning to recommend QA evaluation form responses, empowering contact centers to scale operations and boost agent performance, faster.

Areas of Opportunity		
	Manual Evaluations	Observe.AI Evaluations
Did the agent authorize the payment correctly?	25% (2/8)	94% (1970/2100)

Make business decisions, backed by high-volume QA data.

We empower your QA talent to customize automation rules to the unique requirements of your business. Contact center QA and operations teams can test, tune and calibrate machine-driven automation to get evidence-backed insights and boost agent performance.

Benefits at a Glance



1,000X volume of QA evaluations completed



100% visibility into agent performance



Instantaneous insights into coaching opportunities



Faster Feedback to agents

Agent Performance and Coaching, Like You've Never Experienced

Observe.AI provides a curated set of metrics that help you effectively monitor performance of your entire team along with individual agents or reps across all levels. This ability to identify and gain visibility into every interaction across top, bottom, and middle performers allows you to deliver prioritized, targeted coaching.



Get 100% visibility into team and agent performance.



Provide timely and targeted coaching to your agents.



Drive consistency in the way coaches document and deliver coaching.

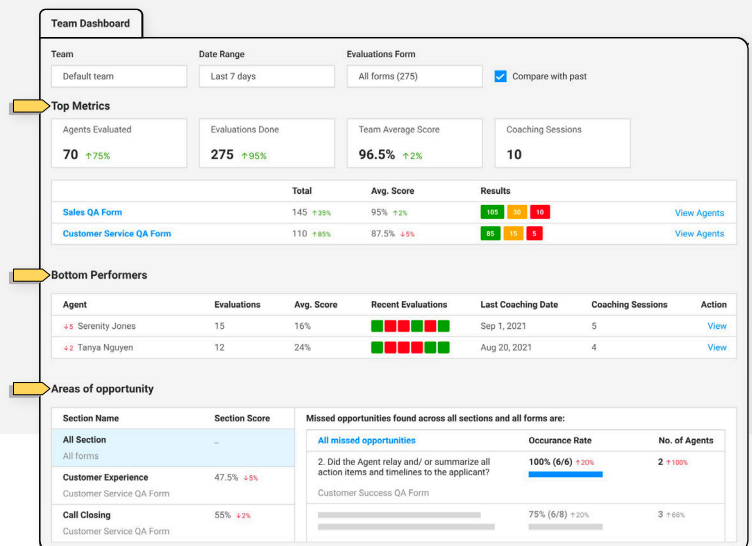


Keep track of agent development and progress.

Coach on Data, Not Hunches

Increased volume of QA evaluations mean more data insights for your entire team.

Team Dashboard surfaces trends across every agent or rep based on their recent evaluations and even allows you to drill down into relevant interactions to understand the reasons behind low performance scores.



Reporting that Rises Above

Track how agents and reps are performing on key metrics that matter to your business on both voice and chat. Interaction reports help you distill large datasets of conversations into something everyone can learn from, allowing you to filter and pinpoint key conversations to review and improve.



Measure conversations on quality metrics that matter.



Visualize performance across interaction types.



Track QA and coaching efficiency with ease.



Export data to other enterprise CRM and BI tools.



Supercharge Efficiency

"Observe.AI offers significant promise to add value to our business, and aligned with the Turnpoint growth strategy of incremental improvement of every stage of the customer interaction."

Curtis Bragg | Chief Growth Officer



Manage Risk and Compliance

"Observe.AI has enabled us to reduce risk like never before, evaluate calls with greater efficiency and have a line of sight into day-to-day operations."

Vince Trotter | VP of Client Success

Results that Speak for Themselves

Observe.AI customers have seen:

↑ **20%**
Sales Call
Conversions

↑ **55%**
Customer Sentiment
Improvement

↓ **17%**
Reduction
in AHT

↑ **15%**
Improvement in
Compliance Adherence

TRUSTED BY:



Observe.AI is the fastest way to boost contact center performance with live conversation intelligence. Built on the most accurate AI engine in the industry, Observe.AI uncovers insights from 100% of customer interactions and maximizes frontline team performance through coaching and end-to-end workflow automation. With Observe.AI, companies can act faster with real-time insights and guidance to improve performance, from more sales to higher retention. Leading companies like Bill.com, Public Storage, and Accolade partner with Observe.AI to accelerate outcomes from the frontline to the rest of the business.

For more information, visit www.observe.ai

