

BOOST CONTACT CENTER PERFORMANCE WITH NEXT LEVEL AI

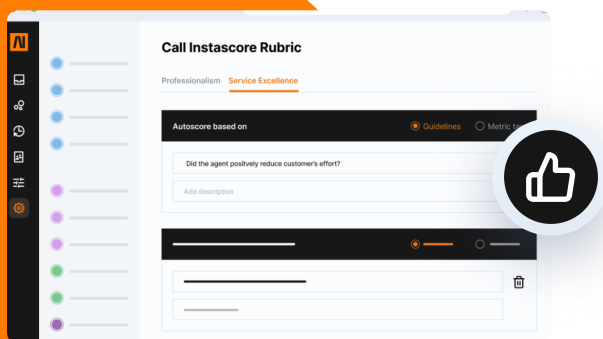
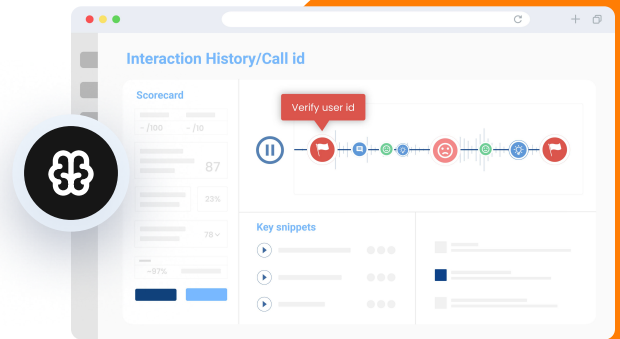


Level AI develops advanced AI technologies for the omnichannel contact center. From automating QA, assisting agents, and unveiling strategic customer insights to business leaders, our state-of-the-art AI-native solutions empower customer-facing teams to deliver exceptional customer experiences while being more operationally efficient.



Generative AI & Semantic Intelligence Engine

- At the forefront of Generative AI with purpose-built models for each application: from auto-summaries, auto-scoring of conversations (QA-GPT), auto-generated customer queries, self-generated agent coaching plans, and VoC feedback categorization
- Superior Semantic Intelligence: using NLU (Natural Language Understanding) identifies key conversation moments and intent with 2x the accuracy and none of the maintenance and set up of legacy keyword-based legacy systems



GPT-Automated Quality Assurance

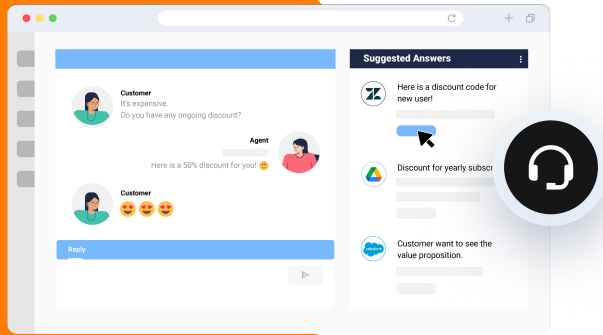
- Advanced Gen AI based QA-GPT to analyze conversations and answer even the most open ended questions on par with your best auditors
- No complex setup - just type your rubric questions and go! Or get started instantly with an expansive library of pre-trained questions.
- Auto-QA brings explanations, and reasoning, including quotes from all conversations building trust and confidence.
- 6x faster reviews for human-reviewed calls with QA-GPT suggested answers.
- A suite of tools to securely test, tune and automate Auto-QA accuracy.

Agent Screen Recording

- Leverage the synergy of audio and video recording through the agent screen recording solution to offer a comprehensive QA experience.
- Safeguard sensitive PCI/PII with AI-powered context-driven redaction that delivers 100% accuracy.
- Access real time insights into login status, active & inactive agent with Agent Monitoring Dashboard.

"LEVEL AI was a game changer. It removed all of the manual and tedious work from the QA auditors' plates and gave them time to focus on training, coaching, and helping agents. And I have complete visibility into my agents' performance."

Erin Tillery, Sr. Service Excellence Manager At Affirm.



Live Agent Coaching

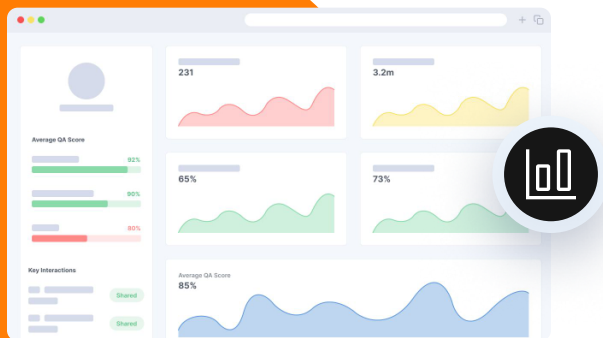
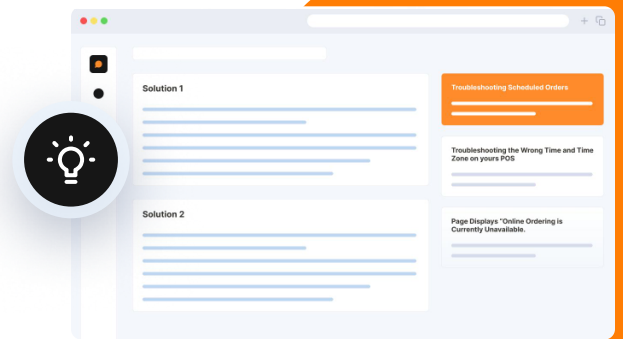
- Create rich, personalized coaching plans for each agent
- Easily search for coachable conversations and moments and add them to their coaching plan
- Track agent performance improvement over time

Real-Time Agent Assist

- Guide agents with real-time hints, flags, and knowledge articles to reduce handling time.
- Deliver instant, AI-driven answers with AgentGPT for consistent accuracy and higher first-call resolution.
- Deliver sentiment insights and auto-summaries to elevate CSAT and simplify reporting.

Manager Assist

- Identify agents who need help, using real-time sentiment, conversation tags and conversation / wrap-up durations
- Get notified to these conversations with custom Slack/Teams alerts
- Get up to speed quickly with live summaries and conversation snippets
- Add conversation to future coaching session for lower severity cases



Reporting & Analytics

- Out-of-the-box persona specific reports and dashboards bring all you can eat ad-hoc analytics across the organization
- Contact Center Analytics: birds eyes view and deep dive across all of the contact center KPIs

Voice of the Customer Insights

- Root causes drivers of customer issues instantly identified with no setup, manual effort, friction, or outlier bias.
- Automated multi dimensional CSAT scores offering instant, continuous, and unbiased satisfaction metrics.
- Gain deep insights into customer priorities and competitive trends, guiding strategic business decisions and market positioning.

The Results

QA auditors

90% Time Save
in QA monitoring.

Agents

45% Increase
in ASAT (Agent
Satisfaction)

Customers

30% increase
in CSAT Score

Business Leaders

100% visibility
into VoC insights

Contact Center Leaders

20% increase
in Contact Center
Efficiency