

## AGENT ASSIST: YOUR AI CO-PILOT FOR REAL-TIME AGENT GUIDANCE & PROACTIVE MANAGER OVERSIGHT

Agent Assist is a real-time AI co-pilot for agents that suggests relevant articles, delivers contextual knowledge and sentiment insights, and auto-generates concise call summaries—while managers get live dashboards and intent-based alerts to intervene when required. By automating tasks and surfacing critical insights, It **slash new-hire training time** by 50%, **reduce post-call work** by 30%, and **lower poor-CSAT interactions** by 25%.

“LEVEL AI has been a pleasure to work with. The user interface and tool are easy to use with practical features built-in. Their conversation intelligence platform is unlike anything we have seen in this space. We truly see Level AI as a partner.”

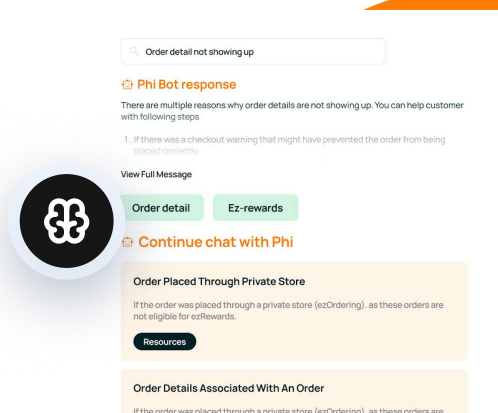
Chris Lewis, Product Manager At InfoCision.

### Join the customer-first revolution with the likes of :



### Agent Assist

- Agent Assist provides KB articles, FAQs, and policy snippets in real time based on customer intent to reduce hold time by 40%.
- Alert agents with hints and flags on next best action based on intent-based Conversation Tags.
- Deliver instant answers from your knowledge base with AgentGPT, our AI-powered search engine.
- Generate consistent, brand-aligned after-call summaries that eliminate manual wrap-up by 50%.
- Provide live transcripts and sentiment insights to help agents stay focused and adapt in real time.



### Manager Assist

- Access a centralized dashboard displaying call-health metrics and sentiment trends, with one-click coach, whisper, and escalate controls.
- Real-time summaries help managers quickly grasp the status of live agent conversations.
- Receive real-time notifications via Slack/Teams or email for negative sentiment (e.g., rising anger), churn risk, or custom tags.
- Automatically tag every call by topic, subtopic, and sentiment with AI—ensuring no missed coaching moments.

| Assist     |              |               |           |
|------------|--------------|---------------|-----------|
| Agent name |              | Filters       |           |
| Agents     | Con. Status  | Con. Duration | Sentiment |
| 5676       | 4561 on call | 5min Avg      | 8.9       |
| Maria      | Live         | 2min 5sec     | 8.3       |
| Alice      | Live         | 8min 12sec    | 8.1       |
| Daniel     | Live         | 12min 35sec   | 7.8       |
| Charles    | On hold      | 3min 7sec     | 6         |
| Max        | Completed    | 9min 3sec     | 5.7       |