

CONSILIUM UniAgent™

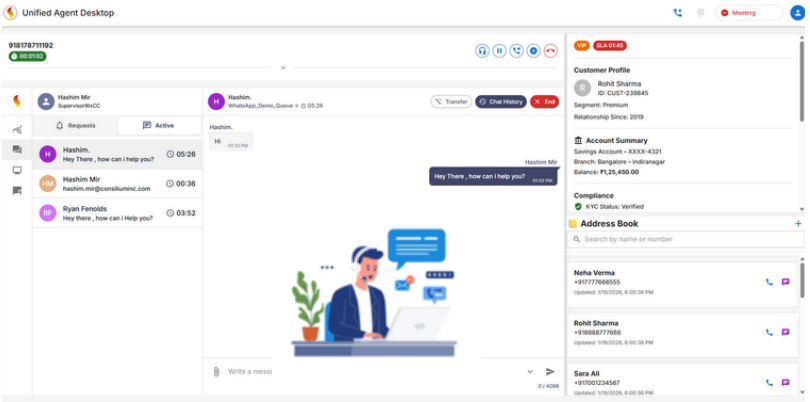
AI-Powered Omnichannel Engagement & Deep CRM-CTI Integration

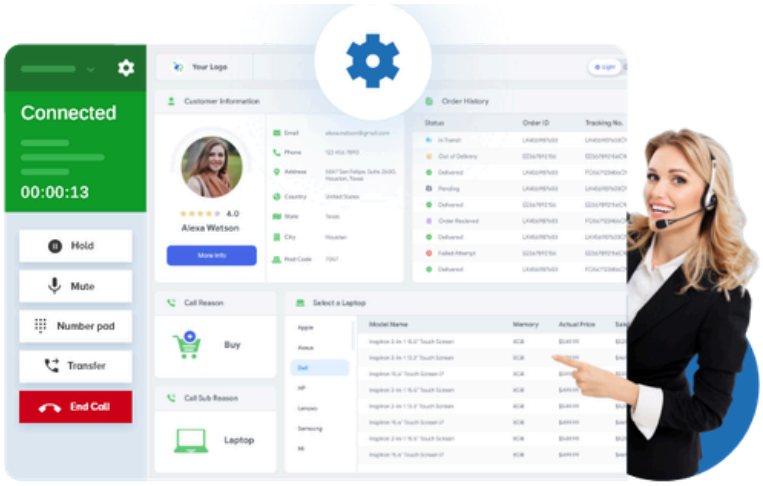
One Agent Workspace. Smarter Context. Better Conversations.

Consilium UniAgent™ is an AI-powered omnichannel engagement platform designed for modern Contact Centers. It unifies voice, chat, email, SMS, social, and CRM interactions into one intelligent workspace — helping agents respond faster, stay informed, and deliver more connected customer experiences across every interaction.

AI & INTELLIGENCE LAYER

- Intelligent Intent & Routing
- Automated Bot Workflows
- Real-Time Contextual Insights
- Live Transcription
- AI-Powered Summarisation
- Smart Agent Assistance





Business Benefits

- Faster Resolution with real-time context.
- Improved Agent Productivity through one intelligent workspace
- Better Customer Personalisation across every interaction
- Reduced Handling Time with integrated workflows
- Stronger CRM Visibility with connected customer data

Key Capabilities & Use Cases

- **Unified Agent Desktop** : One workspace for voice, digital, and CRM.
- **Omnichannel Management** : Manage every channel in one place.
- **Deep CRM Integration** : Connect customer data instantly.
- **Intelligent Screen Pop** : Surface context at first contact.
- **Advanced Telephony Tools** : Control calls from one interface.
- **AI Bot & Automation** : Automate routine interactions.
- **Real-Time Transcription** : Capture conversations live.
- **Visual Collaboration** : Escalate to co-browse and video.
- **Supervisor Command Center** : Monitor and coach in real time.
- **Unified Activity Logging** : Track every customer interaction.
- **Flexible Deployment** : Deploy cloud, on-premises, or hybrid.