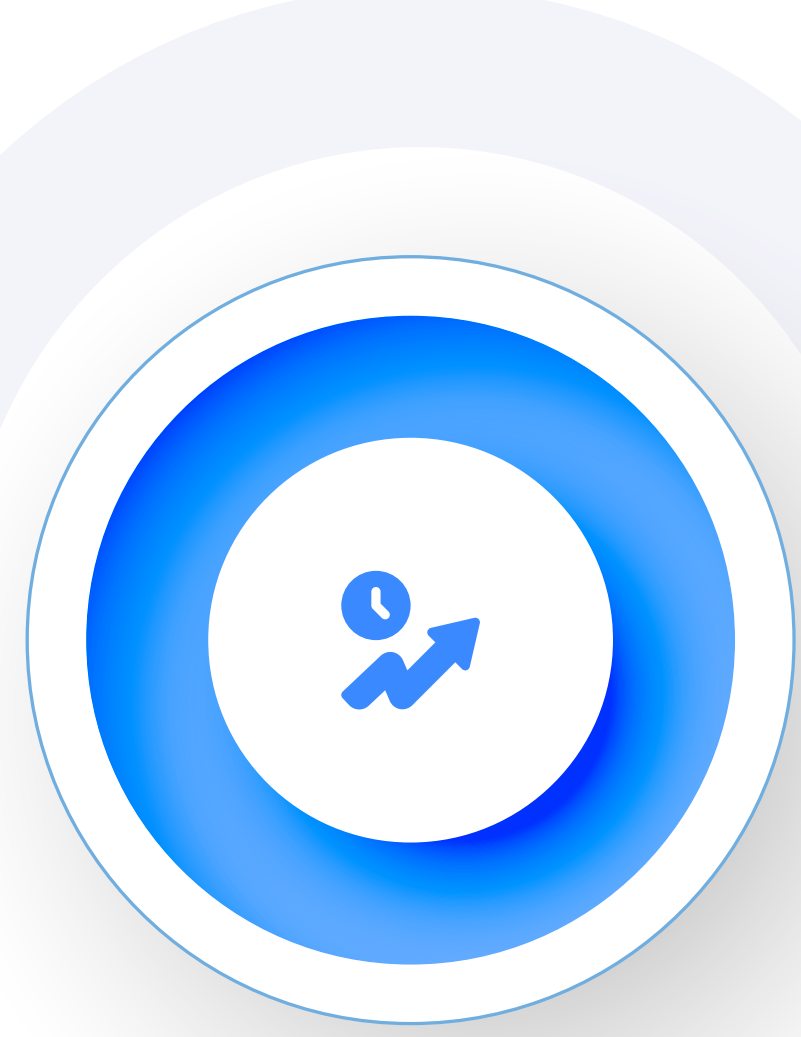


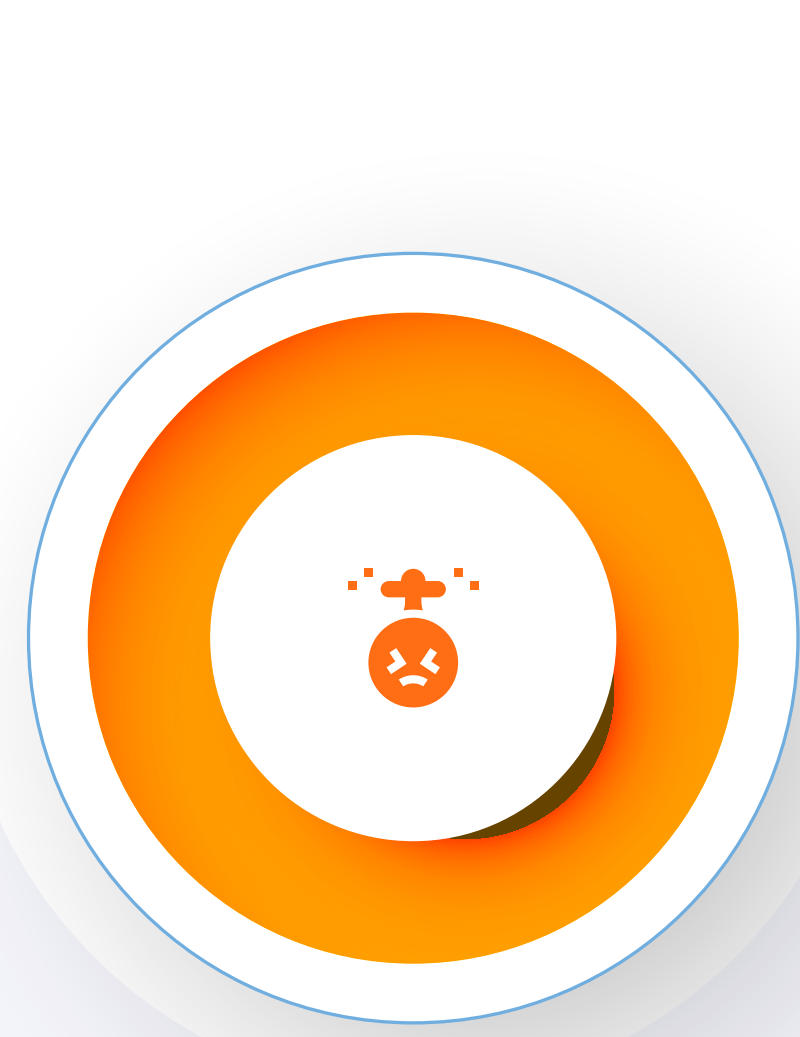
BREAK THE CASE TRANSFER DILEMMA

AGENT HELPER TO THE RESCUE

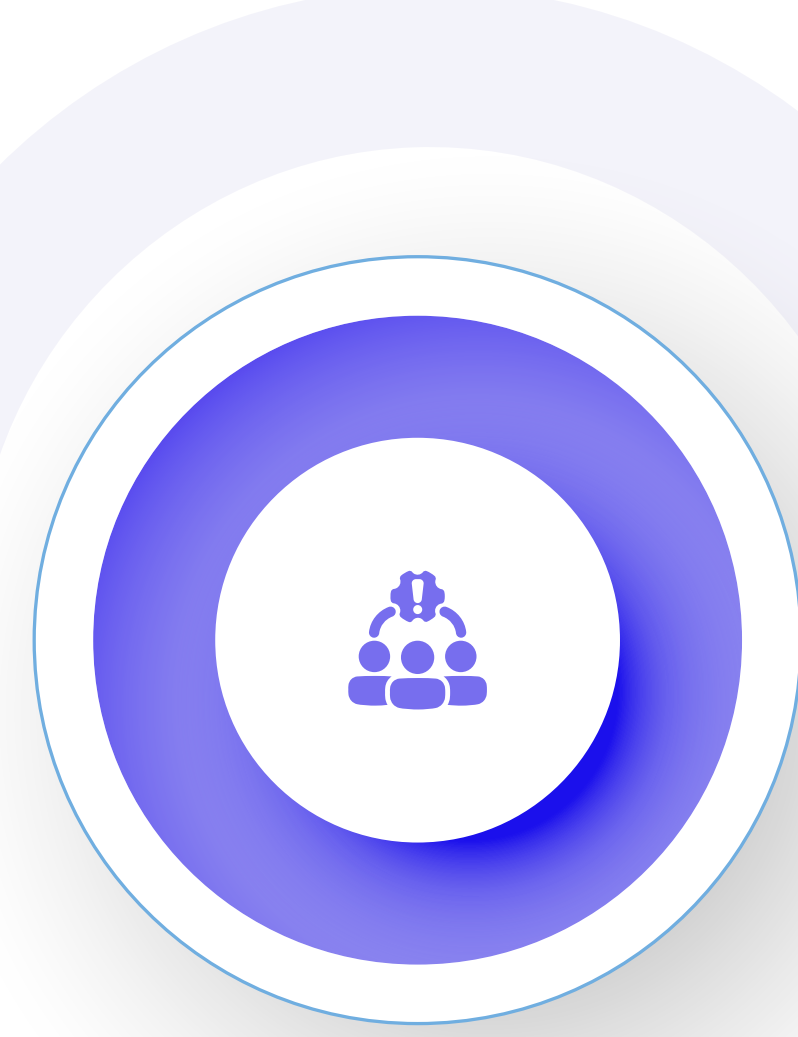
THE CASE TRANSFER NIGHTMARE CAUSES



Increased Wait Times



Frustration for Agents & Customers



Inefficient Use of Resources

19%

Cases are Transferred to Another Agent

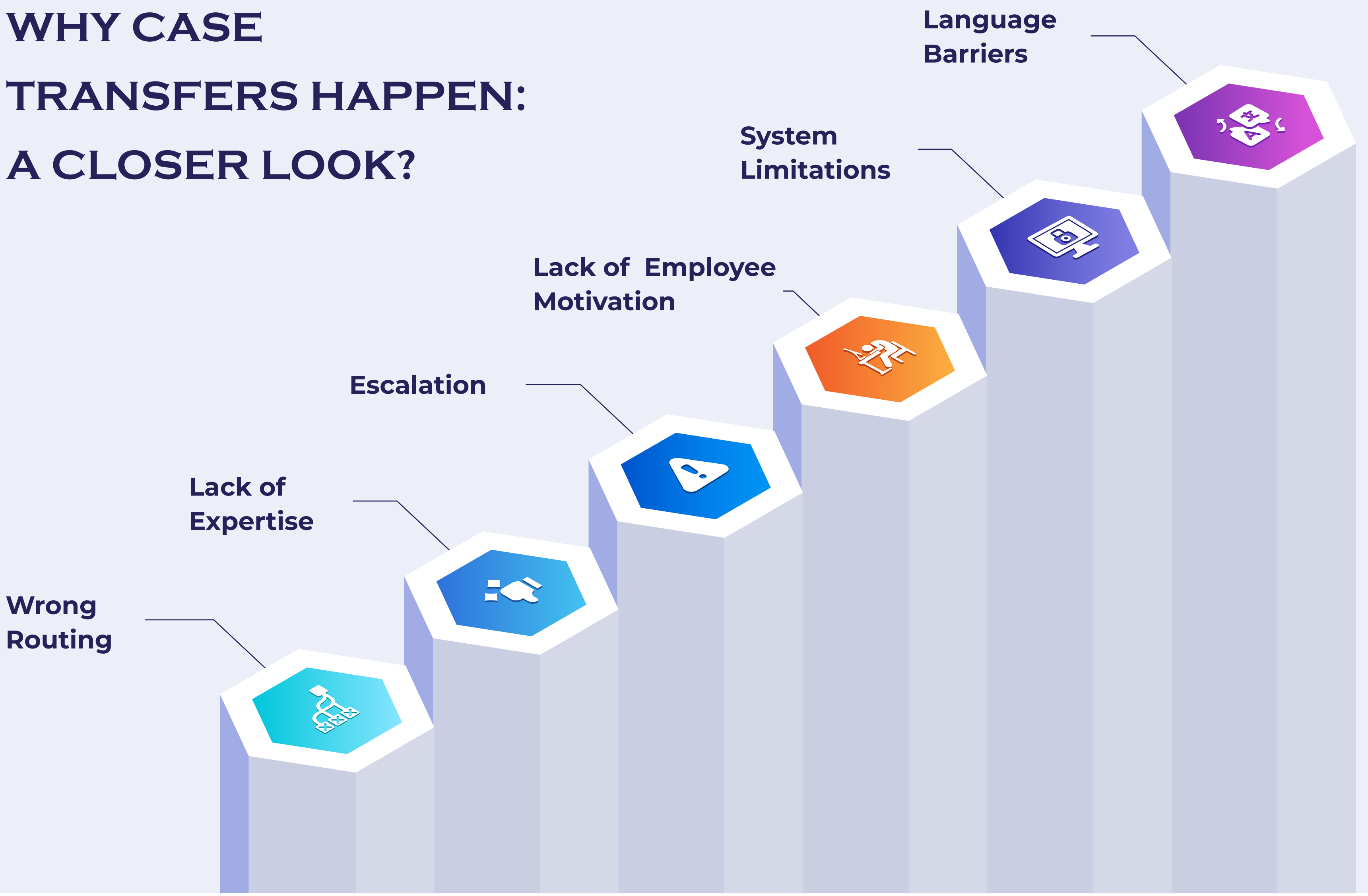
12%

Lower Customer Satisfaction Experienced

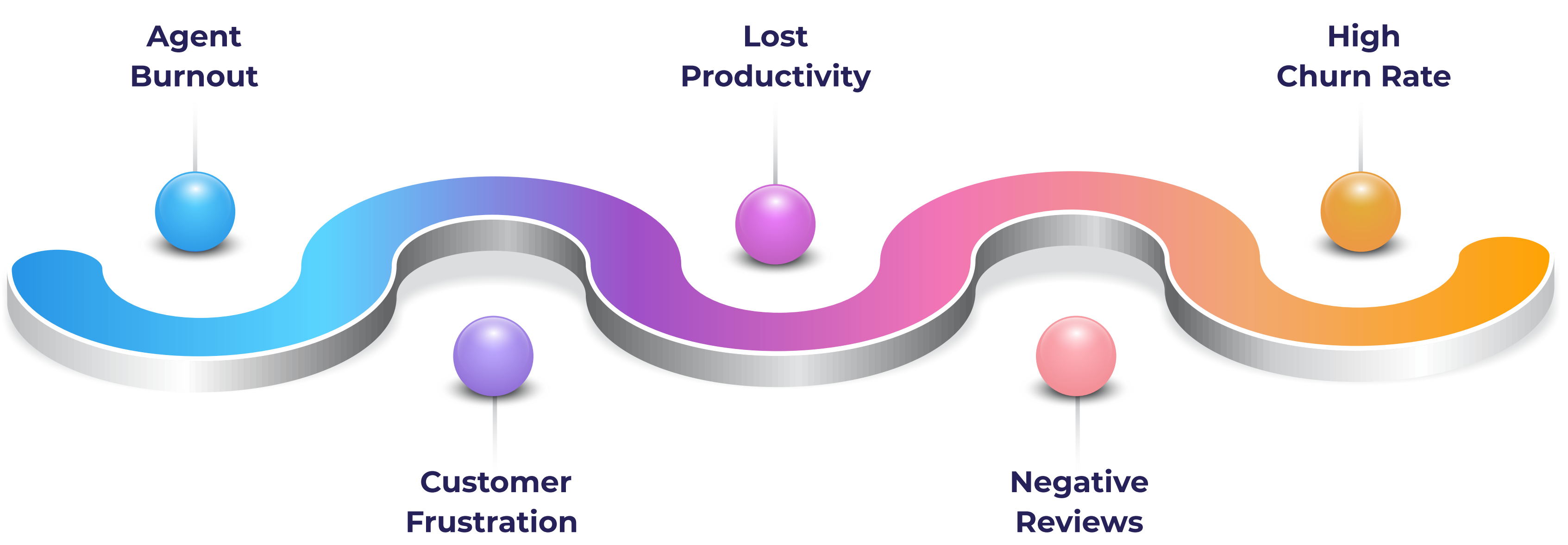
14%

Lower First Call Resolution Rate can be Achieved

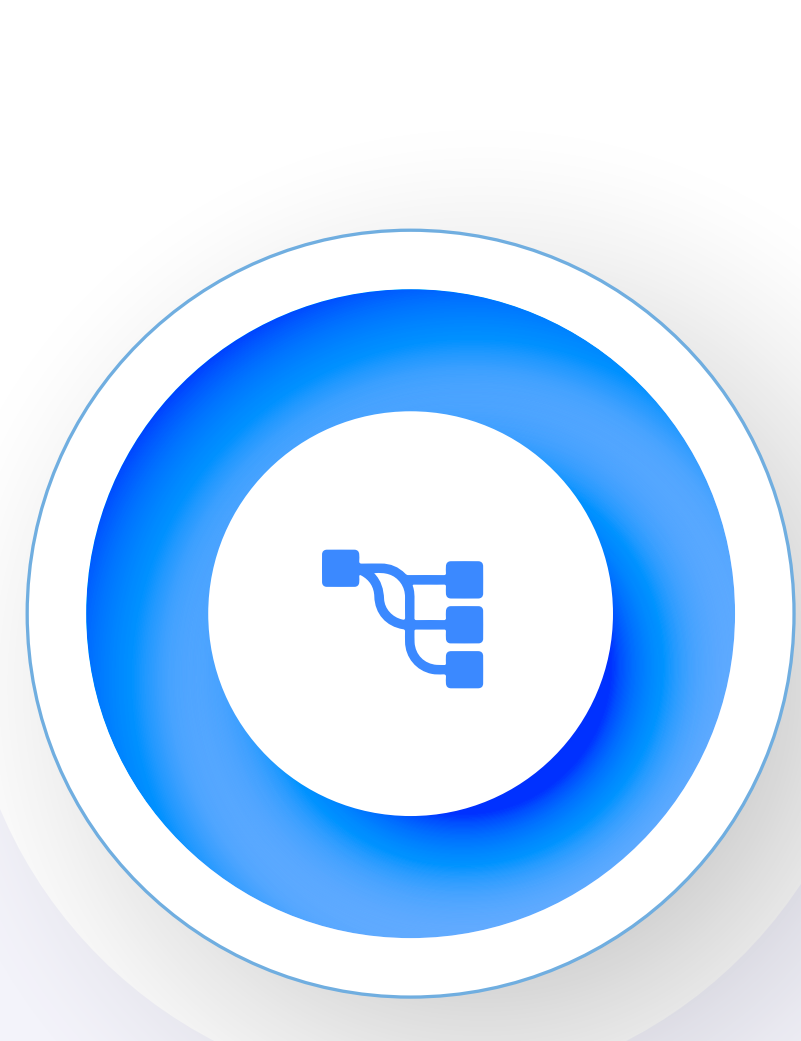
WHY CASE TRANSFERS HAPPEN: A CLOSER LOOK?



THE COST OF CASE TRANSFERS



CASE TRANSFERS? NOT ON OUR WATCH



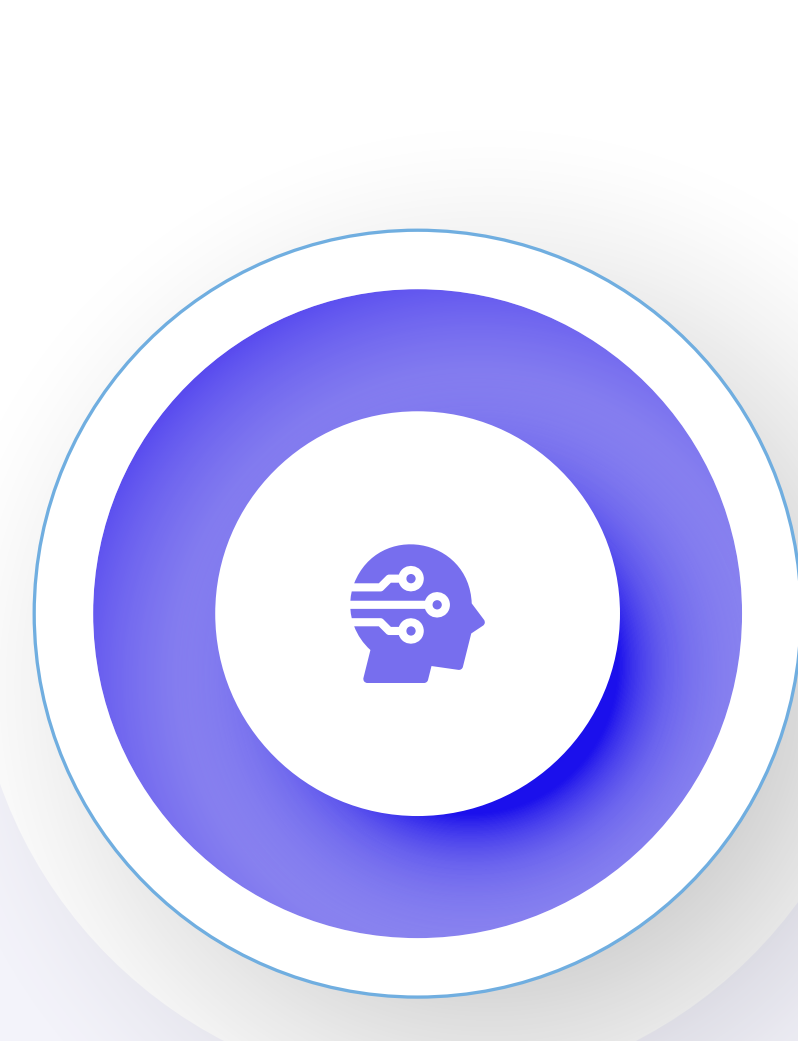
Intelligent Case Routing

Seamlessly directs cases to the right agent for faster resolutions.



Comprehensive Case Timeline

Provides a complete view of customer interactions for ease of understanding & personalized support.



Automated Case Summarization

Saves time and improves efficiency with Agentic AI and LLM-powered case summaries for Agent efficiency.

EMPOWER AGENTS, REDUCE TRANSFERS & DELIGHT CUSTOMERS WITH AGENT HELPER

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