

Smarter Search and Assistance for Agents and Enterprises Powered by Large Language Models

Faster Answers and Better Outcomes with Agent Search, Agent Assist, and Enterprise Search

Contact centers face growing demands for faster, more accurate customer support while also adhering to compliance and data protection requirements. At the same time, frontline agents have to navigate multiple systems and vast knowledge bases. Powered by Large Language Models (LLMs), Agent Search, Agent Assist, and Enterprise Search solutions are purpose-built to address these challenges.

Agent Search

is manually invoked by an agent on demand, and can find precise answers using intelligent semantic search across disparate data sources such as documents, web-sites, knowledge bases, and help-centers.

Agent Assist (Copilot)

proactively supports agents during live interactions with context-aware suggestions and automated workflows. understanding customer intent and maintaining context throughout the interaction.

Enterprise Search

empowers employees to retrieve critical knowledge across the organization. It is related to Agent Search but is not limited to contact centre roles and can manually search either general or specified enterprise knowledge bases.

Together, these AI assistants streamline agent workflows, reduce handling times, boost accuracy and compliance, and improve customer satisfaction, delivering measurable business value at scale. Together, these AI assistants streamline agent workflows, reduce handling times, boost accuracy and compliance, and improve customer satisfaction, delivering measurable business

Business Results



Streamlines Agent Workflows



Boosts Accuracy & Compliance



Reduces Handling Times

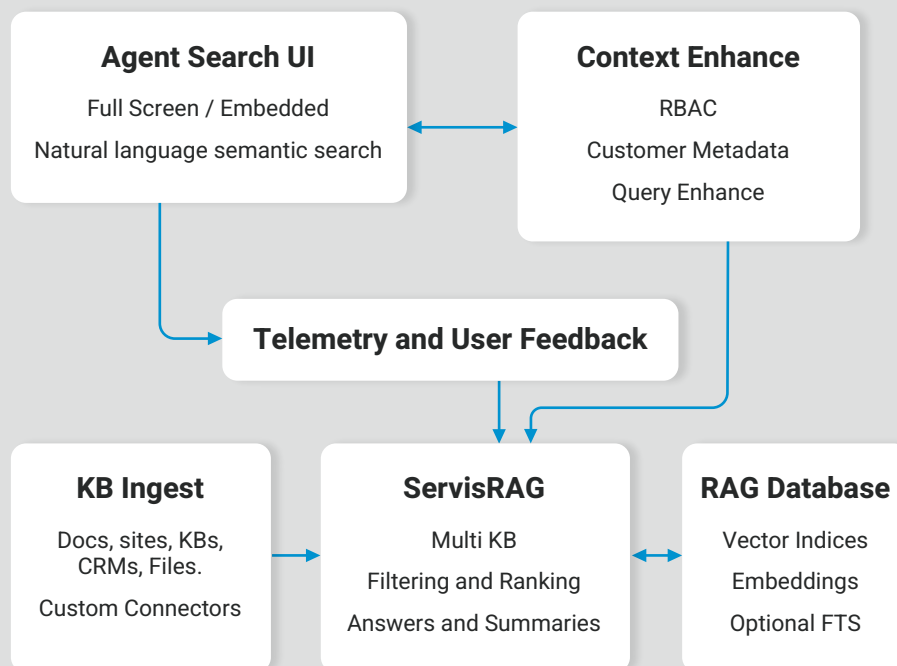


Improves Customer Experience

Agent Search Features

ServisBOT's Agent Search is purpose-built for manual, on-demand use by contact center agents who need fast, accurate answers across a complex information landscape.

- ▶ The use of Retrieval-Augmented Generation (RAG) technology enhances large language models (LLMs) by combining them with an external data source to do intelligent semantic search.
- ▶ Optimized for manual, on-demand agent use.
- ▶ Interprets nuanced queries and returns precise responses based on trusted enterprise content.
- ▶ Provides immediate agent access to relevant documents and knowledge bases.
- ▶ Powered by a variety of configurable widgets, such as:
 - ▶ List of documents or resources
 - ▶ Summary of the document or summary of the process
 - ▶ Feedback/Ranking from humans
 - ▶ History of personal searches
 - ▶ Top searches across a team
- ▶ A configurable user interface allows customization by team or function.



The Benefits of Agent Search



Improved Agent Efficiency

Reduced time spent searching across systems



Greater Accuracy & Compliance

Responses are based on enterprise-approved content



Customizable for Every Team

Configurable UI and widgets allow teams to tailor the search



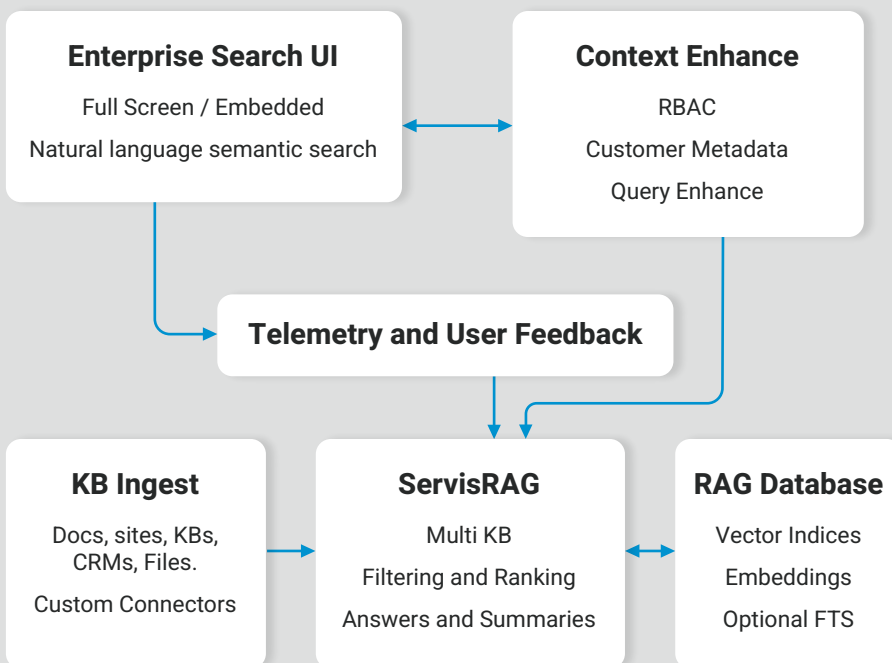
Better Customer Experience

Faster, more accurate and consistent support

Enterprise Search Features

Enterprise Search empowers employees to search knowledge across the organization. It differs from Agent Search in that it is not limited to contact centre roles but includes other employee roles and functions. Highlights include:

- ▶ **Manual Enterprise Search.** Allows manual, on-demand searching across enterprise knowledge bases, supporting general or specific knowledge domains.
- ▶ **Content Access & Integration.** Links to internal documents, forms, websites, and structured knowledge assets and can be configured to include external datasets or internal sources.
- ▶ **Knowledge Base Flexibility** Enables searches across multiple knowledge bases and roles, e.g. by department, function, or user group.
- ▶ **Unified UI & Experience.** Enterprise-wide user interface beyond the contact center. Displays rich widgets (e.g. summaries, source links) consistent with Agent Search.



The Benefits of Enterprise Search



Faster Access to Trusted & Role-based Content

Connecting directly to trusted knowledge sources, to quickly give accurate answers to employees



Improved Productivity

Easy employee access to results using intuitive widgets like summaries, top results, and resource links



Greater Consistency & Compliance

Centralizing access to verified knowledge bases that support accuracy and regulatory compliance



Accelerated Knowledge Discovery Across Systems

Unified search across multiple knowledge bases, forms, documents, and even public sources.

Agent Assist/Copilot Features

ServisBOT's Agent Assist/Copilot is an embedded assistant that supports agents live during customer interactions. It is automatically triggered by live channel activity. It understands and updates customer intent throughout a conversation, providing Next Best Actions (NBA), alerts, sentiment, metadata and more.

The Agent Assist/Copilot consists of 3 core components that can be expanded and minimized as needed:

1. Next Best Action

- ▶ A Conversation Monitoring engine allows real-time monitoring of the call transcript from the ServisBOT Transcription Copilot (TCP) engine.
- ▶ Trigger Detection which detects intents, tracks keywords and phrases, monitors sentiment, and integrates context information.
- ▶ A Recommendation Engine evaluates NBAs using a combination of rules engine, machine learning (ML) model, and context, selecting the highest scoring or most appropriate action.

2. Resource Library

- ▶ Where documents and links to relevant information from the information data warehouse are presented to the agent.
- ▶ A Resource Widget provides related documents, forms, and links relevant to the NBA that have been presented e.g. application forms, process and procedures, and other information.

3. Alerts

- ▶ Highlights compliance notifications or special information that should be noted.
- ▶ An Alert Widget monitors the conversation for relevant compliance-related actions and for constraints or bulletins as they relate to the customer or the subject matter.

The Benefits of Agent Assist/Copilot



Boosts Agent Productivity

Monitors live conversations and suggests the most relevant actions, content, or alerts



Improves Compliance and Reduces Risk

Detects compliance-relevant phrases or actions and provides alert



Delivers Personalized Support

Tracks evolving customer intent and refines responses accordingly

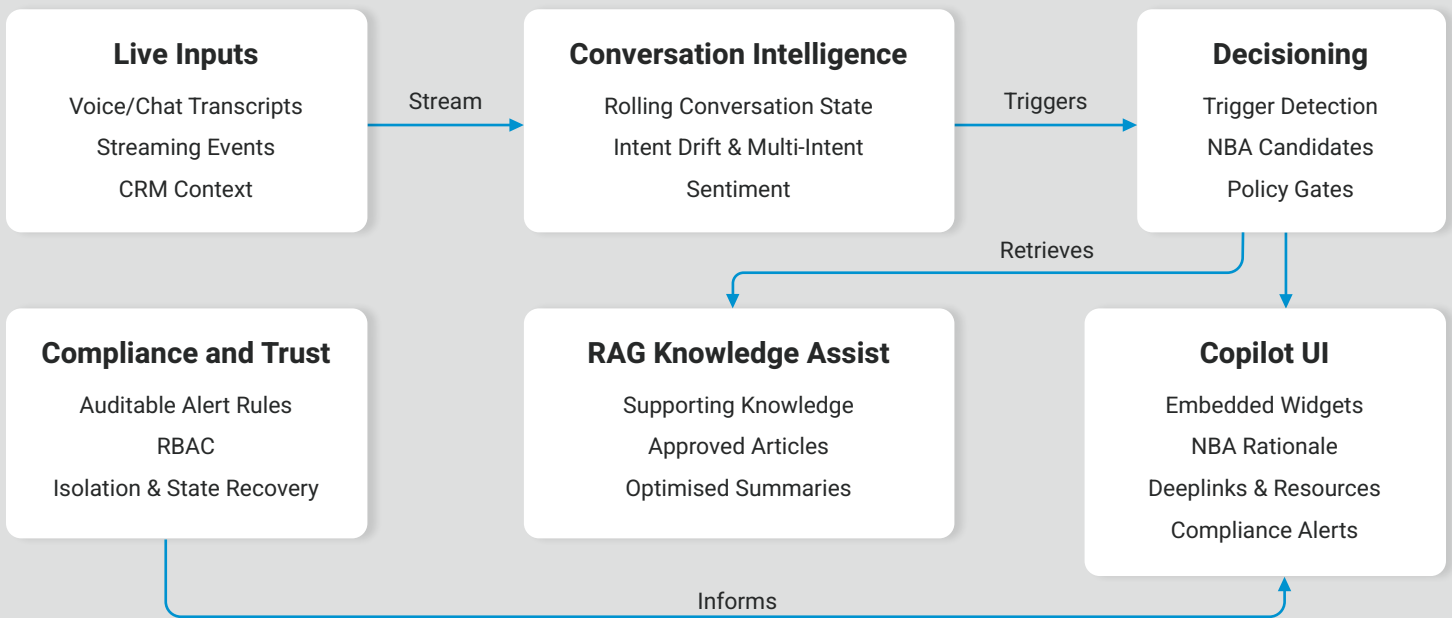


Easily Integrates Into Existing Workflows

Integrates with existing applications for a seamless agent experience

Other features include:

- ▶ **Deep-linking.** Relevant articles and resources can be deep-linked directly from the knowledge base.
- ▶ **User Scoring.** The system incorporates user scoring on the usefulness of the responses.
- ▶ **Caller Metadata.** The system can use any metadata made available to it about a caller.
- ▶ **Conversation Monitoring.** A real-time engine monitors ongoing conversations for intent drift, trigger words, and sentiment changes.
- ▶ **Secure Role-based Access Control** and SSO are supported to ensure secure, compliant user authentication.
- ▶ **Access by Role or Group.** Different roles and groups with access to different data sources.
- ▶ **Integration to Applications.** Various forms of integrations with existing applications are possible, including iframing.



Ready to Empower Your Agents and Employees with AI?

Contact us at info@servisbot.com for a Demo

