

# Cut Agent Call Handling Time—Improve Compliance

Real-time AI-powered agent assistance during calls to reduce after-call work and improve quality and compliance.

Contact center agents are tasked with simultaneously handling customer calls, navigating multiple systems and updating post-call notes—all while maintaining compliance with industry regulations. This leads to longer handle times, compliance risks, and agent burnout. Meanwhile, supervisors are tasked with maintaining quality assurance across large teams and gaining insights from customer interactions—all while delivering faster and more efficient service.

## Introducing the ServisBOT Transcription CoPilot (TCP)

Powered by Generative AI, the ServisBOT Transcription CoPilot (TCP) transforms every customer interaction with AI-powered real-time transcription, assistance, and automatic post-call summaries. From initial call assignment through final summary generation, TCP streamlines the customer/agent interaction workflow, offering multiple business benefits:

## The Benefits



### Agent Efficiency

- ▶ Resolve issues faster with instant knowledge access
- ▶ Save hours per agent per day on post-call documentation
- ▶ Reduce average handle time per call



### ROI & Cost Savings

- ▶ Reduce costs and handle increased volumes without adding headcount
- ▶ Improve quality and compliance
- ▶ Reduce agent turnover and improve customer experience



### Improving Compliance & Quality

- ▶ Consistent and accurate call documentation with AI summaries
- ▶ Detect opportunities and risk with keyword highlighting in realtime
- ▶ Introduce 100% automated compliance reviews on each call



### Operational Intelligence

- ▶ Turn every call into actionable data with TCP insights
- ▶ Identify training opportunities through performance analytics
- ▶ Track compliance trends across your entire operation

## How TCP Works

### Real-Time Agent Assistance

- ▶ Live transcription with high accuracy and multilingual support
- ▶ Contextual knowledge access provides relevant information from multiple sources
- ▶ Keyword alerts flag compliance issues, sales opportunities, and escalation triggers

### Automatic Generation of Call Summary

- ▶ AI-generated summaries capture key details, outcomes, and next steps
- ▶ Agents can review and edit before saving to CRM or system of record
- ▶ Summaries improve documentation quality and reduce after-call work

### Compliance & Quality Assurance

- ▶ Regulatory compliance tracking ensures industry standards are met
- ▶ Detects abusive language and alerts supervisors in real time
- ▶ Maintains audit trails for reporting and performance review

### Enterprise Integration

- ▶ Seamless telephony integration – Cisco, Avaya, Genesys, AWS Connect, Alvaria, Five9, and others
- ▶ Browser-based UI with optional connectors for legacy systems
- ▶ Supports private LLMs and secure hosting for data compliance

### Configuration & User Management

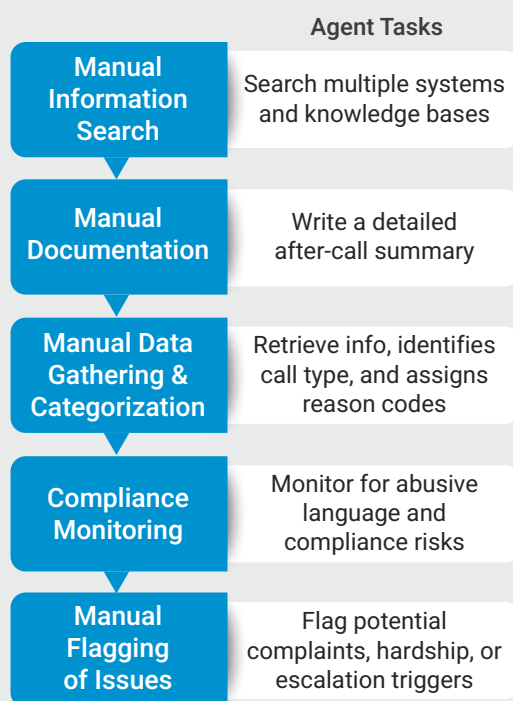
- ▶ Customize keyword libraries for industry and compliance requirements
- ▶ Configurable AI prompts to align with business rules & regulatory requirements
- ▶ Role-based access ensures proper user permissions and controls

### Comprehensive Analytics & Reporting

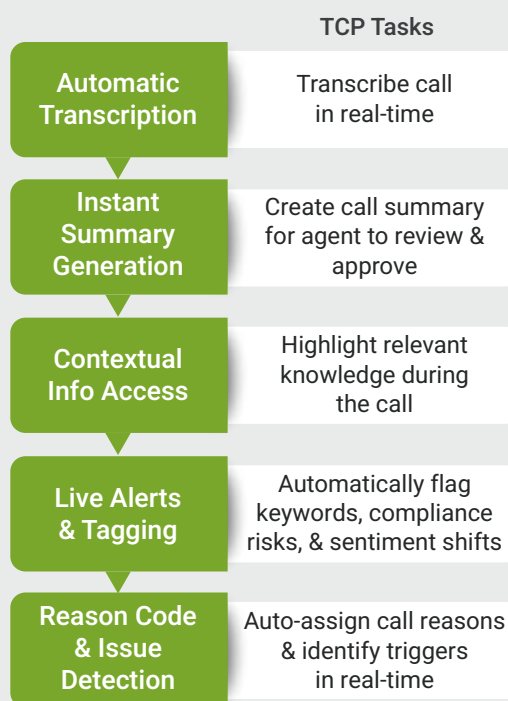
- ▶ Tracks agent usage, engagement, and outcome effectiveness
- ▶ Analyzes trends in call types, keywords, and sentiment
- ▶ Advanced insights engine enables custom reports and dashboards

## Sample Agent Call Workflow – Before and After TCP

### Agent Call Workflow (without TCP)



### Agent Call Workflow (with TCP)



## The Results:

- ▶ Lower Average Handling Time
- ▶ Reduce Administrative Workload
- ▶ Increase Agent Focus on Higher Value Issues
- ▶ Improve Compliance And Lower Risk

Is your Contact Center Ready for these Results?

Contact us at [info@servisbot.com](mailto:info@servisbot.com) for a Demo