

SOLUTION OVERVIEW

Acqueon Call Summarization

Maximize agent productivity & customer engagement revenue outcomes
—put AI to work automating tedious agent admin & note-taking

AI-Powered Call Summarization

Automate Manual Note-taking with NEW Call Summarization!

Call Summarization lets agents move through calls faster, so they can focus on the things that generate revenue: Selling, Collecting Payments & Providing Personalized, 5-star CX.

New Acqueon Call Summarization solves growing agent productivity challenges for the contact center.

Payroll is one of the contact center's highest costs. *Every working minute should be maximized for revenue generation potential.*

Connecting with Right Party Contacts is increasingly tricky; *maximizing an agent's daily talk time is critical for revenue outcomes.*

Empowering agents to succeed once they're engaged with the right person is equally important!

Acqueon Call Summarization eliminates manual agent notes.

Agents get back precious talk time. They get more opportunities to sell, collect & provide amazing customer experiences.

Agents can devote full attention to the prospect or customer instead of jotting down notes during conversations.

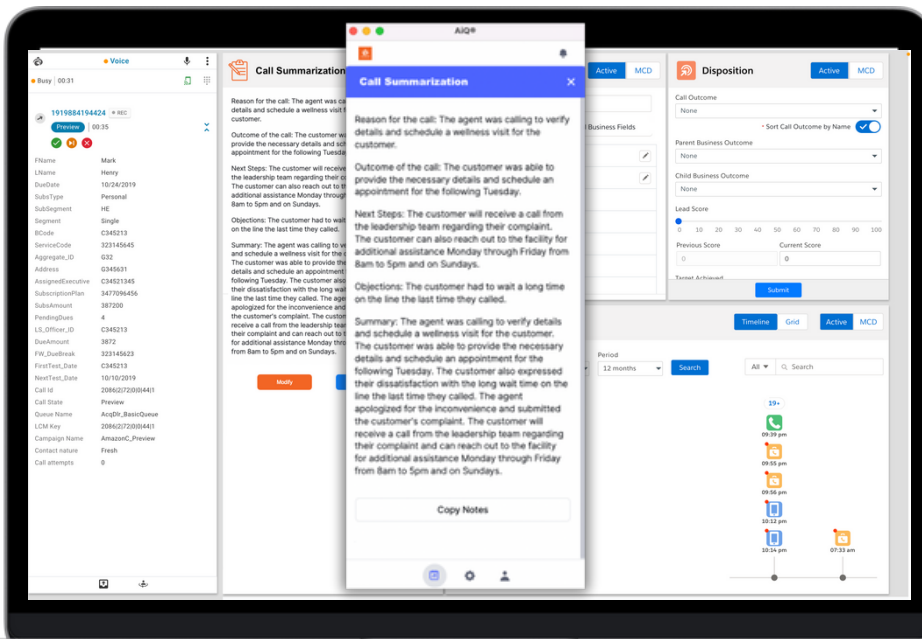
Call Summarization gives agents complete, accurate past-interaction details right in their desktop! No more searching for info at the expense of efficiency, CX or First Contact Resolutions!

At the end of the conversation, Acqueon generates dynamic notes and call summaries in real time, which agents can easily edit, append & add to the CRM.

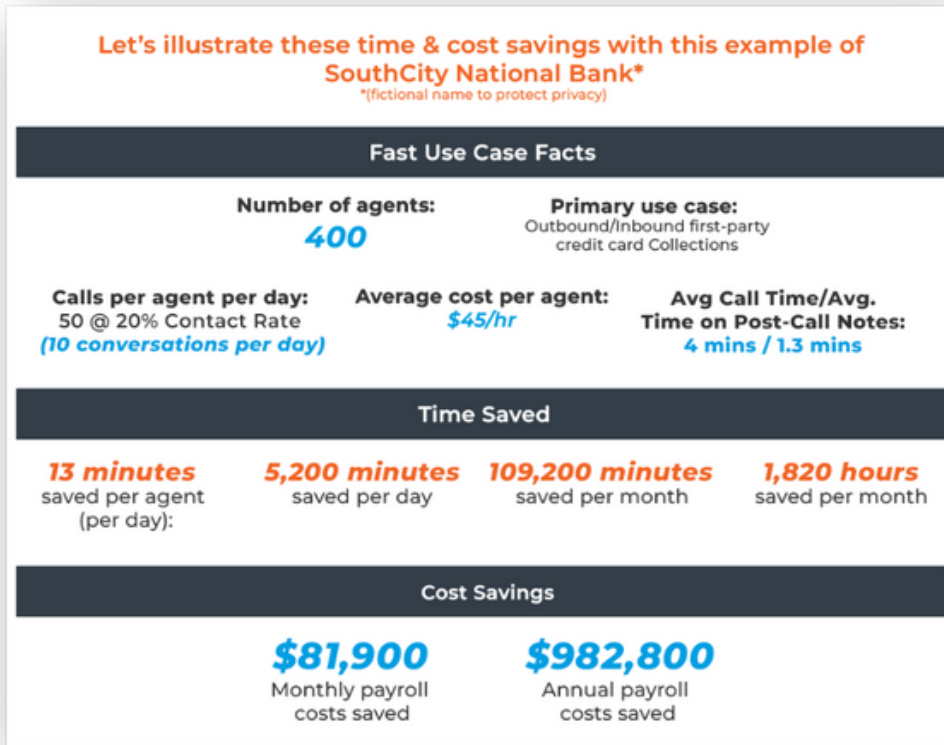
CLOSE THE BOOKS ON TEDIOUS AFTER-CALL WORK WITH ACQUEON CALL SUMMARIZATION.

Call summaries can be customized with built-in entities to incorporate these & other frequently used properties:

- Call Reason
- Call Disposition
- Call Resolution
- Actions Taken



WHY AUTOMATE NOTE-TAKING WITH CALL SUMMARIZATION?



DO THE MATH

Agents spend a whopping 4-6 minutes on after-call work!
HOURS of calls/talk-time productivity is SACRIFICED EVERY DAY.

Multiply:

- # agents **X**
- # daily agent calls **X**
- # minutes on After Call Work (ACW) per call

Now multiply that time by a month or year.

Reducing ACW by even one minute per hour **self-funds the investment** in AI-powered Call Summarization.

If AI isn't automating manual notes— *precious time, human resources & revenue opportunities are being wasted.*



Call Summarization Generates **BIG** Revenue & Cost Savings Outcomes

- Outcome #1:** Reduce average call handle times and decrease payroll costs
- Outcome #2:** Agents deliver far better CX & higher First Contact Resolution having previous call summaries right in the main desktop view
- Outcome #3:** Agent coaching gets conversion-rate specific — supervisors get 100% accurate call notes
- Outcome #4:** Revenue generated & collected surges— agent time is spent engaging vs. doing admin
- Outcome #5:** Agents provide more personalized, relevant & empathetic CX — agents have more time to engage, listen & have past-call info "at-the-ready" in their desktop