# ACQUEON

# SOLUTION OVERVIEW Acqueon Call Summarization

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

outcomes.

## **AI-Powered Call Summarization**

## Automate Manual Note-taking with NEW Call Summarization!

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

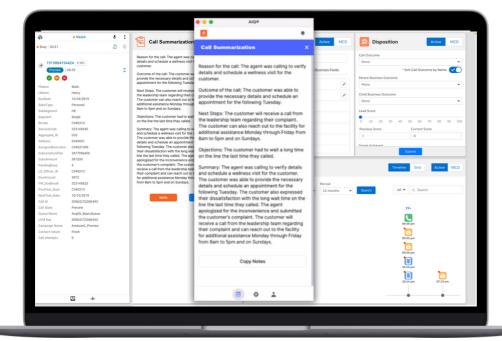
Call Summarization lets agents move through calls faster, so they can focus on the things that generate revenue: Selling, Collecting Payments & Providing Personalized, 5-star CX.

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 pastinteraction 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?

Let's illustrate these time & cost savings with this example of SouthCity National Bank* "(fictional name to protect privacy)			
Fast Use Case Facts			
	Number of agents: 400	Primary use case Outbound/Inbound first-p credit card Collection:	party
Calls per agent per day: 50 @ 20% Contact RateAverage cost per agent: \$45/hrAvg Call Time/Avg. Time on Post-Call Notes: 4 mins / 1.3 mins			Post-Call Notes:
Time Saved			
<b>13 minutes</b> saved per agent (per day):	<b>5,200 minutes</b> saved per day	109,200 minutes saved per month	<b>1,820 hours</b> saved per month
	Cost	Savings	
	\$81,900 Monthly payroll costs saved	\$982,800 Annual payroll costs saved	

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

#### **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.

# 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

AiQ®
 AiQ®
 Call Summarization

Reason for the call: The agent was calling to verify details and schedule a wellness visit for the customer.

Outcome of the call: The customer was able to provide the necessary details and schedule an appointment for the following Tuesday.

Next Steps: The customer will receive a call from the leadership team regarding their complaint. The customer can also reach out to the facility for additional assistance Monday through Friday from 8am to 5pm and on Sundays.

Objections: The customer had to wait a long time on the line the last time they called.

Summary: The agent was calling to verify details and schedule a wellness visit for the customer. The customer was able to provide the necessary details and schedule an appointment for the following Tuesday. The customer also expressed their dissatisfaction with the long wait time on the line the last time they called. The agent apologized for the inconvenience and submitted the customer's complaint. The customer will receive a call from the leadership team regarding their complaint and can reach out to the facility for additional assistance Monday through Friday from 8am to 5pm and on Sundays.

Copy Notes

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GET STARTED WITH CALL SUMMARIZATION

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