

## Avaamo Agent Assist - Transforming Your Contact Center

Feature set	What it does	Why you need it
<b>Automatic Recommendations</b>	Generates real time guidance on responses.	Understand sentiment and provide the “right” response in real time.
<b>Ai Knowledge Assist</b>	Combs through all knowledge repositories in real time.	No need to waste time researching information across multiple systems.
<b>Next Best Actions</b>	Offers agents next best action in context.	No need to research current policies to offer best action for disposition.
<b>Automation RPA</b>	Once click deployments of post call workflows.	No need to laboriously create contacts, accounts, leads, cases or other items into your CRM.
<b>Topics/ Tags</b>	Auto generated call tags post call or in call.	No need to tag manually/ avoid agents errors for compliance/ analytics and audits
<b>Summary/ Disposition</b>	Auto summarizes lengthy conversations.	No need to type notes, update fields, and edit info in the system.
<b>Language translation</b>	Translate conversations to multiple languages in real time.	Enables English speaking agents to support a French speaking customer in real time.