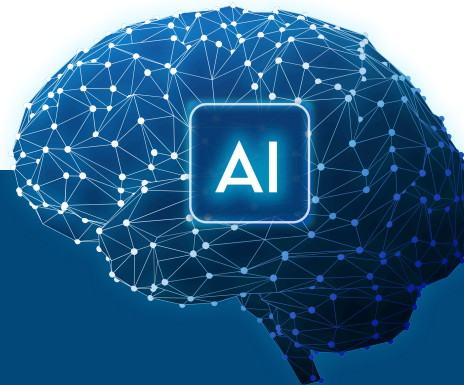




VoxConnectUC

CLOUD COMMUNICATIONS THAT KEEPS YOUR BUSINESS GROUNDED!



Unlock the Power of AI

AI is transforming the way we communicate, collaborate, and do business. No longer a future concept, AI is now seamlessly integrated into the tools and platforms we use every day – including business communications.

From enhancing knowledge sharing and empowering smarter decisions to streamlining workflows and boosting productivity, AI delivers measurable impacts across every level of an organization. These innovations aren't just shaping the future, they're available today to help your business communicate smarter, work faster, and connect better than ever before.

What can AI do for you?

Workflow enhancements

- Create concise overviews of call interactions
- Determine customer sentiment
- Identify key topics

Flexible insight generation

- Get automatic or on-demand insights
- Customize reporting from insights data

Operational benefits

- Empower busy managers
- Identify trends in customer sentiment and common issues
- Get valuable data for decision-making

How can you use our AI-powered solutions?

Examples from different industries:



Healthcare organizations can speed triage of urgent cases, improve patient experience, and ensure compliant interactions:

- Detect emotional tone in patient calls to help care teams prioritize urgent cases and improve bedside manner.
- Flag sensitive topics or HIPAA-related breaches.



Retail and e-commerce businesses can accelerate customer issue resolution and create smoother shopping experiences:

- Identify top contact drivers (like “payment issues” or “delivery delays”) to adjust operations and message accordingly.
- Correlate changes in sentiment with promotions or logistics issues.



Contact centers can shorten wait times, provide more empathetic service, and deliver proactive issue resolution:

- Use call transcriptions/summaries and sentiment to flag recurring issues for faster resolution.
- Use sentiment insights and topic trends to provide proactive coaching and make staffing decisions.





Call Capture

Maintain detailed records effortlessly for training, auditing, or customer service.

- Call transcription: Provides a written record of the call with timestamps.
- Live transcription: Get full text of live conversations, available for callers and queued voicemail.
- Call summarization: Summarizes key points of a call.



Call Assist

Reduce reliance on notes, empower agents to understand callers more clearly, and help with wrap-up duties.

- AI prompts: Provide inputs of instructions, in the form of questions, to help guide agents toward the desired result.
- Score assist: Quality scoring with automated compliance checking and rapid performance feedback loop.
- AI wrap-up: Call summary generated during wrap-up with suggestions for next steps.
- Live call monitoring: Monitor for keywords and raise an alarm so a supervisor can coach the agent (whisper/barge) or take the call.*



Advanced Analysis

Get actionable insights into the content and quality of customer interactions.

- Sentiment analysis: Analyzes the sentiment expressed during the call.
- Topic detection and reporting: Identifies the main topics discussed in the call.
- Sentiment trend: Visualizes how sentiment shifts throughout a call using a sparkline (positive sentiment shown above the line, negative sentiment shown below the line).
- Sentiment trajectory: Summarizes the sentiment change over time for the entire interaction.
- Utterance playback for transcripts: In call recordings with transcripts, each utterance includes its own playback control buttons and sentiment emoticon (positive, negative, or neutral).
- AI insights reporting and dashboards: Create actionable reports, graphs, and dashboards from your AI-distilled data.

More AI features are continually added to our solutions.

* Coming soon



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