



UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY



UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY FREQUENTLY ASKED QUESTIONS

WHAT IS UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY?

To help businesses increase their ability to quickly deliver high-quality customer service, NEC is pleased to offer UNIVERGE BLUE ENGAGE AI Interaction Summary, a Generative AI-based solution using Large Language Models that automatically provides a concise, unbiased summary of each contact center call to:

1. Eliminate time-consuming, manual wrap-up activity.
2. Give supervisors accurate, concise call synopses for coaching and training.
3. Free frontline users to increase customer satisfaction with more capacity to answer.

WHY SHOULD I CARE ABOUT UNIVERGE BLUE AI INTERACTION SUMMARY?

As businesses look to provide a better customer experience for their callers, they're constantly trying to find ways to help more callers faster and ensure high quality service. Two areas for improvement are call wrap-up time and call reviews.

Taking notes at the end of an interaction can be time-consuming, accidentally, or intentionally inaccurate, or not done at all. If businesses can offload notetaking from frontline users, they can serve more customers and increase note accuracy. That means supervisors consistently have an objective record of customer interactions for better coaching and training.

HOW DO I KNOW WHETHER I COULD USE ENGAGE AI INTERACTION SUMMARY?

You could use ENGAGE AI Interaction Summary if your business has some of the following characteristics:

- High call volume
- Limited time or resources to document calls
- A desire to improve call quality

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Questions you might ask yourself to determine if ENGAGE AI Interaction Summary is right for you include:

How would you describe your current customer call volume? Is it high or low?

- High call volumes make it difficult to spend time documenting calls leading to inaccurate, incomplete, or non-existent notes.
- High call volume also makes it hard to review every call for quality since it takes time to listen or read lengthy transcripts.

What do your customer-facing employees do to document customer calls? How much time does that take them?

- Every minute your employees spend making notes is less time to answer calls.

How do you monitor calls to ensure a positive customer experience? How do you choose which calls need to be reviewed?

- It takes time to review calls, having an objective call summary makes it easy for supervisors to know what happened in the call and whether they should look further.

GETTING STARTED

HOW DO ADMINS ENABLE AI INTERACTION SUMMARY?

Once an account has access, admins can access the Admin Portal and navigate to the Queues page. From there, they can select a queue, scroll to the bottom of the queue page, and select "Enable Transcription Summary".

CAN I ENABLE AND DISABLE AI INTERACTION SUMMARY?

Yes. Admins can choose which queues receive an ENGAGE AI Interaction Summary.

SUPERVISOR EXPERIENCE

HOW DO SUPERVISORS ACCESS ENGAGE AI INTERACTION SUMMARIES?

Supervisors can review ENGAGE AI Interaction Summaries by navigating to the Analysis tab in the Admin Portal, selecting "Recordings" and then "Voice Recordings". From there, admins can enter their search criteria (e.g., date, agent, sentiment, etc.) and search. Calls with an interaction summary will display "Interaction Summary" with the call recording. Admins can click on "Interaction Summary" to see the summary.

PRICING

HOW MUCH DOES UNIVERGE BLUE ENGAGE AI INTERACTION SUMMARY COST?

ENGAGE AI Interaction Summary is included along with the following capabilities when AI Call Transcription 5-hour blocks are purchased and enabled:

- ENGAGE AI Call Transcription
- ENGAGE AI Voicemail Transcription
- ENGAGE AI Sentiment Analysis

UNIVERGE BLUE ENGAGE AI Call and Voicemail Transcription services are sold in 5-hour blocks, and customers use what they need. Account admins can track how many ENGAGE AI Transcription minutes they have left by logging into UNIVERGE BLUE CONTROL PANEL, clicking the Contact Center tab, selecting "Subscriptions". Scrolling down to the Other Features tab will show the total transcription minutes used for the entire account, not per agent and concurrent per month. There is a prompt to alert the admin when they're nearing their limit.

[Click here to learn more.](#)



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UNDERSTANDING THE TECHNOLOGY

HOW DOES ENGAGE AI INTERACTION SUMMARY WORK?

ENGAGE AI Interaction Summary works seamlessly in the background transcribing inbound and outbound calls, then sending them to a Generative AI engine specifically trained to summarize contact center calls. Depending on how the service is configured, the summary is then delivered back to the supervisor (within the supervisor's analysis tab). Administrators can determine who receives the call summary.

WHAT IS GENERATIVE AI AND HOW DOES ENGAGE AI INTERACTION SUMMARY USE IT?

Generative AI is a type of artificial intelligence that can create new and original content, such as images, music, or text, on its own. It analyzes patterns in existing data and then uses those patterns to generate new content. ENGAGE AI Interaction Summary uses Generative AI to analyze transcribed customer calls and then, using prompts created by NEC's UNIVERGE BLUE product team, pulls out the most important aspects of a call to create call summaries.

HOW LONG DOES IT TAKE TO SUMMARIZE A CONVERSATION?

Summaries are created after a call ends. It takes approximately 5 minutes for a summary to appear, but analysis time varies based on the length of the conversation.

IS THERE A CONVERSATION TIME LIMIT TO TRANSCRIBE CALLS?

No.

WHAT LANGUAGES DOES IT SUPPORT?

Transcriptions are transcribed in English (U.S.), and it can pick up different accents. Summaries are also provided in English (U.S.)

ARE THERE ANY PRIVACY OR SECURITY CONCERNS WITH TRANSCRIPTIONS THAT HOLD SENSITIVE INFORMATION?

UNIVERGE BLUE ENGAGE AI Interaction Summary features are designed to protect businesses and the customers they serve. No voice or meeting data is stored with third parties for transcription and analysis. Furthermore, our new AI Transcription Redaction feature removes sensitive information from the transcript.

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