UNIVERGE BLUE ENGAGE
AI INTERACTION SUMMARY

Documenting an interaction can be time-consuming, inaccurate, or not done at all. UNIVERGE BLUE ENGAGE AI Interaction Summary, powered by UNIVERGE BLUE PULSE™ artificial intelligence, uses the power of generative artificial intelligence (AI) to automate call notetaking, which frees frontline users to serve more customers and improve supervisor coaching.

BETTER THAN CALL NOTES
ENGAGE AI Interaction Summary automatically generates a summary of every inbound or outbound call, creating a timely and accurate account of the interaction, thus saving the agent time and increasing accuracy.

FASTER CALL RESPONSES
Completing call summaries can take 5 to 10 minutes based on the length and complexity of a customer interaction. AI-powered interaction summaries instantly cut down wrap-up time so frontline users can assist the next caller quicker.

BETTER COACHING AND TRAINING
Accurate, timely, and unbiased call summaries from ENGAGE AI Interaction Summary provide supervisors more coaching time rather than having to sift through long call recordings or transcriptions.

WHAT IS GENERATIVE AI?
Generative AI is a type of artificial intelligence that creates new content, like call summaries, by analyzing patterns in existing data (e.g., call data).

HAPPIER CUSTOMERS
Improve your customer's experience by presenting frontline users with digestible summaries from the last time the customer called. Empower them with the information they need to engage more effectively with the customer and solve their issues quicker.

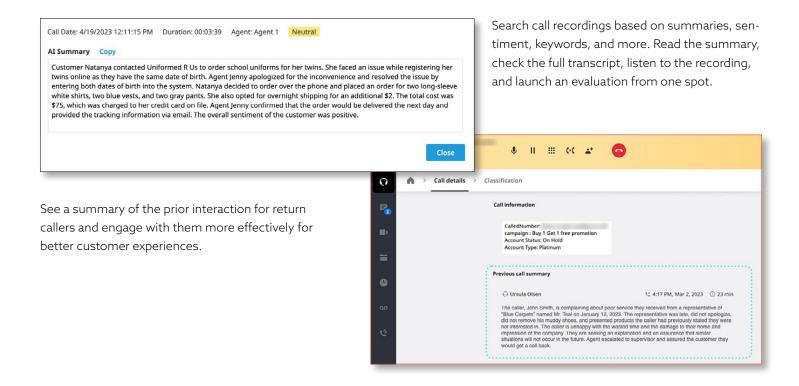AVAILABLE FOR **UNIVERGE BLUE ENGAGE ADVANCED** AND **UNIVERGE BLUE ENGAGE COMPLETE**

UNIVERGE BLUE ENGAGE + PULSE
AI INTERACTION SUMMARY

Call Date: 4/19/2023 12:11:15 PM   Duration: 00:03:39   Agent: Agent 1   Neutral

AI Summary   Copy

Customer Natanya contacted Uniformed R Us to order school uniforms for her twins. She faced an issue while registering her twins online as they have the same date of birth. Agent Jenny apologized for the inconvenience and resolved the issue by entering both dates of birth into the system. Natanya decided to order over the phone and placed an order for two long-sleeve white shirts, two blue vests, and two gray pants. She also opted for overnight shipping for an additional $2. The total cost was $75, which was charged to her credit card on file. Agent Jenny confirmed that the order would be delivered the next day and provided the tracking information via email. The overall sentiment of the customer was positive.

Close

Search call recordings based on summaries, sentiment, keywords, and more. Read the summary, check the full transcript, listen to the recording, and launch an evaluation from one spot.

Call details > Classification

Call information

CalledNumber:
campaign : Buy 1 Get 1 free promotion
Account Status: On Hold
Account Type: Platinum

Previous call summary

Ursula Olsen   4:17 PM, Mar 2, 2023   23 min

The caller, John Smith, is complaining about poor service they received from a representative of "Blue Carpets" named Mr. Teal on January 12, 2023. The representative was late, did not apologize, did not remove his muddy shoes, and presented products the caller had previously stated they were not interested in. The caller is unhappy with the wasted time and the damage to their home and impression of the company. They are seeking an explanation and an assurance that similar situations will not occur in the future. Agent escalated to supervisor and assured the customer they would get a call back.

See a summary of the prior interaction for return callers and engage with them more effectively for better customer experiences.

HOW ENGAGE AI INTERACTION SUMMARY WORKS

Enable By Queue
> Admins designate which call queues require transcription and AI call summaries
> Calls are recorded and transcribed
> If AI Transcription Redaction is enabled, sensitive information is removed from the transcription

AI-Powered Analysis
> NEC's UNIVERGE BLUE PULSE artificial intelligence engine analyzes the call to identify the most important aspects of the interaction

Supervisor Review
> A summary is attached to the customer call record
> Supervisors can review summaries by searching call recordings or on the Transcript tab of the Evaluator tool

Future Interactions
> Supervisors can allow frontline users see a summary displayed for incoming return callers

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