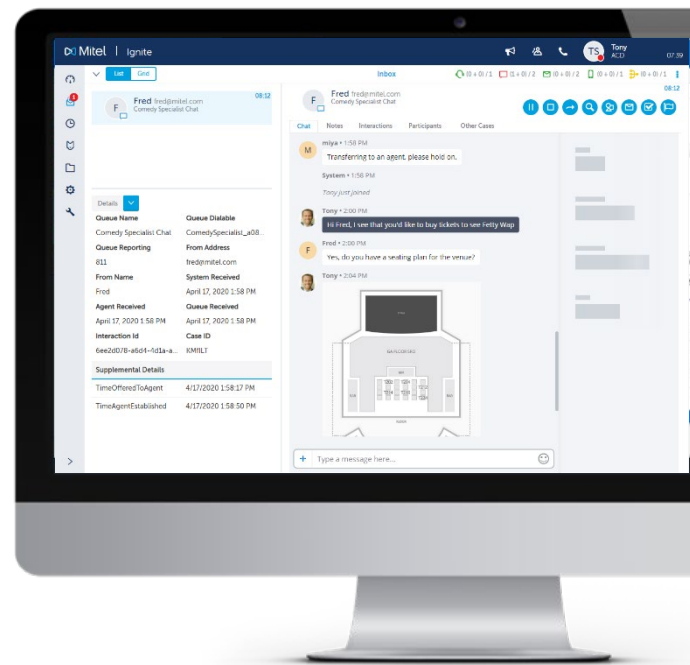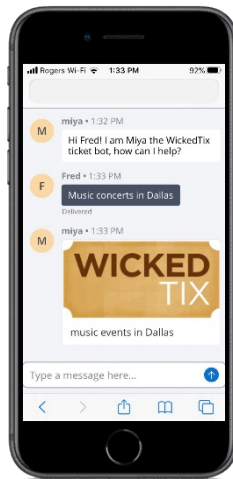# AI-POWERED VIRTUAL AGENT & AGENT ASSIST

Improve your customer experience & operational efficiency with human-like conversational AI

Key Benefits

- **Virtual Agent** - Customers have 24/7 access to human-like conversational service with no wait times

- **Agent Assist** - Human agents can focus on more complex cases, close them faster and more consistently, leading to higher agent retention

- **Insights** - Get deeper insights about business drivers so you can train human agents more efficiently on the topics that matter most

Mitel's Virtual Agent and Agent Assist bring the benefits of AI to customer service for a better experience from the first "Hello"

Happier customers and more productive human agents

Your customers want to self-serve in a natural, conversational way. AI-powered Virtual Agents and Agent Assist make the contact center experience more satisfying for your customers and more productive for your human agents. Move the metrics that matter—increase CSAT and improve deflection and resolution rates, all while decreasing average handle times and cost.

Mitel partnered with Google Cloud to provide you with a fully integrated Contact Center AI Virtual Agent and Agent Assist solution in Mitel's MiContact Center Business customer experience platform. Mitel brings together leading AI and CX technology to help you lower costs, increase customer satisfaction, and improve the agent experience—all in an easy-to-deploy, low to no-code solution.
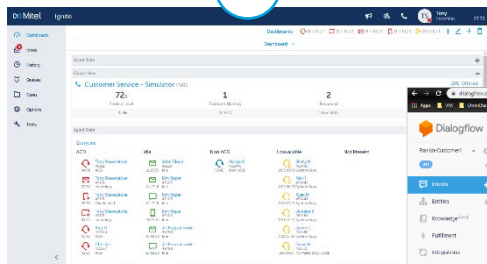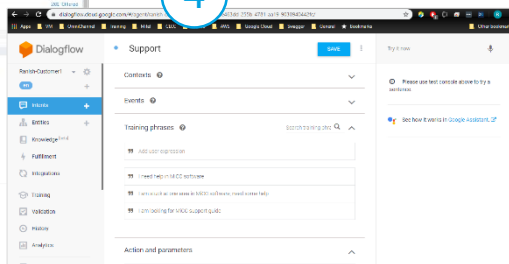
Mitel®
Powering connections
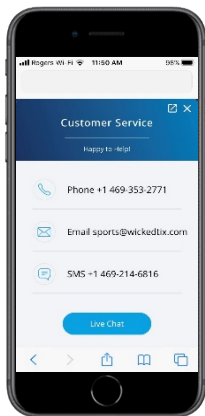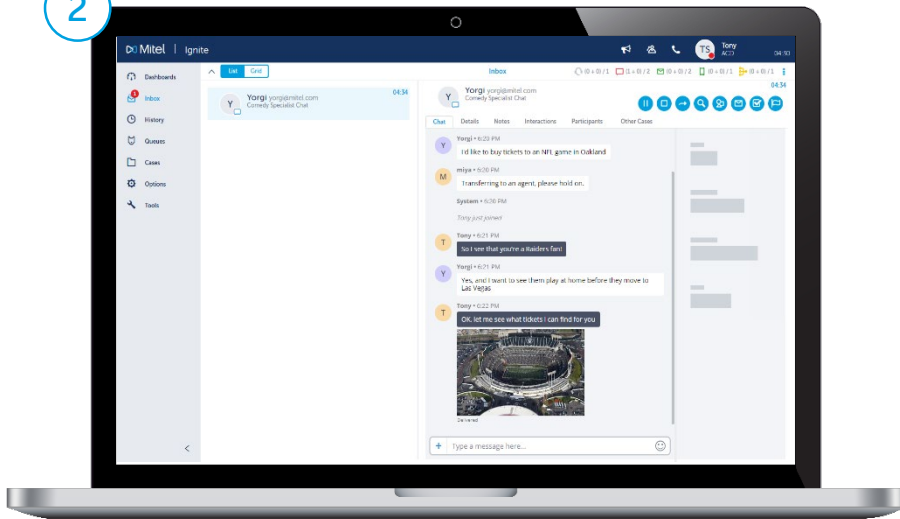
Key Features

- **Self-Service** – give customers the freedom to self-serve from their desktop, laptop, tablet, or smartphone, 24/7

- **Conversational** – Virtual Agent understands, talks, and interacts in a natural, human-like manner

- **Enrich** - embed Google Maps, YouTube, interactive cards, documents and more to enrich the customer experience

- **Seamless** – Virtual Agent automates simple, common interactions, doing hand-offs to live agents when needed

- **Assist** – Agent Assist automatically supplies the agent with relevant articles and other documents sourced from an enterprise knowledge base

- **Worry-Free** – industry leading AI technology and easy implementation—without having to hire your own machine learning experts

- **Usage** – only pay for what you use so your costs align with the benefits

Customer Experience
1 Interact with the Virtual Agent 24/7 on your preferred device with seamless hand-offs to live agents

Agent Experience
2 Monitors the conversation and automatically suggests relevant articles and responses

Management
3 Manage virtual and human agent performance from a single interface

Dialogflow
4 Create conversational experiences across chatbots and IVR

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