



Agent Assist

Works alongside the agent in real time to surface knowledge, draft the summary and the work order, and prepare the field handoff. Tracks the agent's live context during an interaction, and never writes or escalates unconfirmed.



| **IFS** Loops

The Challenge Today

Knowledge sits in three or more systems, so the search happens on the call, while the customer waits. Sentiment and urgency shift mid-interaction and go undetected until the case has already escalated. Summaries are written by hand at closure, so quality depends on who took the call. Field escalations are built from agent notes, and asset ID, fault description, and SLA commitment are frequently missing. The planning layer then reworks the request before it can start.

How it Works?

Agent Assist activates at the start of every interaction, queries the Knowledge Manager on live case context, and ranks resolution steps into the agent's panel, refreshing them when the fault type changes rather than waiting for a new search. It tracks sentiment and urgency throughout and flags escalation risk to the agent and supervisor before the interaction deteriorates. At closure it drafts the case summary, and where a field visit is needed it assembles the work order request and hands the confirmed version to the planning layer.

Retrieve as it changes



Queries on live case context, and refreshes when the fault type changes.

Rank for this case



Surfaces resolution steps ranked against this interaction, not left to a manual search.

Flag the no-match



Tells the agent when retrieval finds nothing confident, rather than guessing.

Track sentiment live



Monitors frustration, urgency, and repeat-contact signals as the call evolves.

Raise risk early



Flags escalation risk to the agent, with visibility for the supervisor.

Draft the summary



Drafts the case summary at closure for the agent to review, edit, and confirm.

Assemble the work request



Builds asset ID, fault type, fault description, SLA commitment, and case summary.

Confirm before writing



No CRM write and no escalation unconfirmed, with every edit logged.

Integrations

Enterprise Applications



Support



Email



Knowledge



Collaboration



Documents



Agentic Skills



Real-Time Knowledge Retrieval



Sentiment and Urgency Tracking

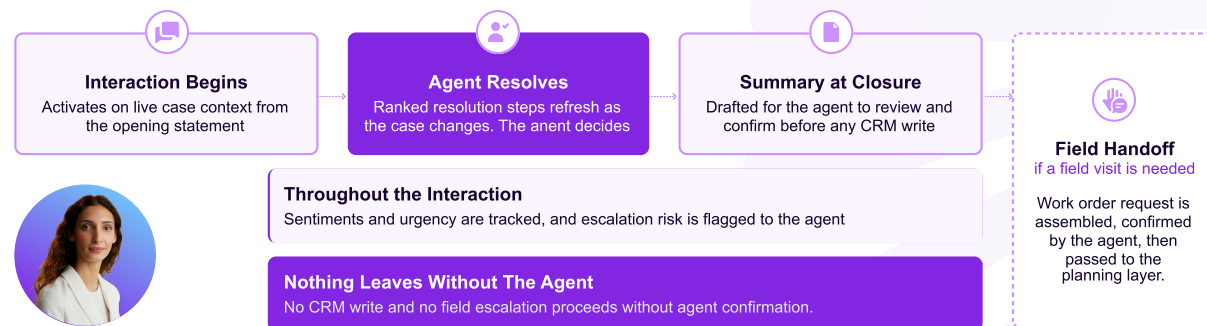


Case Summarization and Wrap-Up



Field Escalation Preparation

Smarter Case Handling



Key Problems Solved

- ✓ No mid-call hunt across three or more systems: steps surface from live case context.
- ✓ Sentiment is flagged during the interaction, not discovered once it has escalated.
- ✓ The summary is drafted at closure, so the agent reviews it instead of writing it.
- ✓ Escalations carry asset ID, fault type, SLA commitment, and case summary at handoff.
- ✓ The planning layer receives a complete request, so it starts instead of reworking.

Business Value & Impact



Handle time reduced

Search and wrap-up come off the agent's clock.



More calls close first time

Real-time guidance reduces the need for a callback.



Escalation caught early

Risk is visible while the agent can still change it.



Complete field handoff

Planning receives structured data, not notes.



Audit-ready by design

Every flag, summary, confirmation and edit is logged.



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