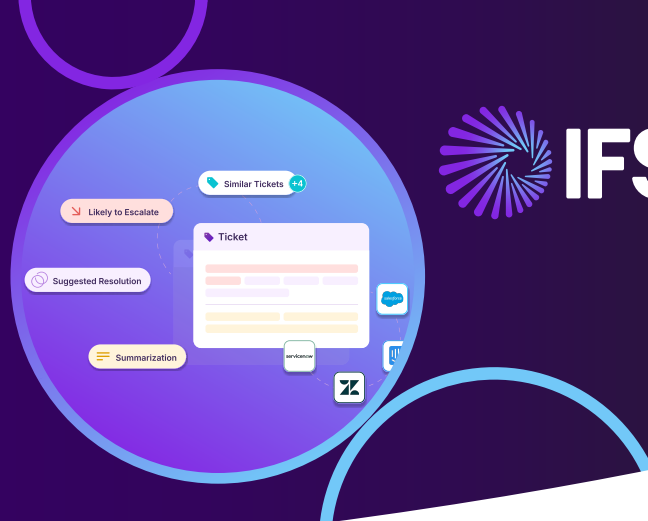


Agent Assist Copilot

Resolve Complex Cases Faster with Intelligent Context and Guided Decisions



AI is significantly shaping customer expectations, driving a demand for faster response times and personalized resolutions. Yet, as case volumes and complexity increase, companies are at a crossroads. The question is not a matter of should they provide personalized CX--it's how?

Increasing headcount is no longer the answer to solving these CX challenges. Adding more people has not resulted in resolving issues faster or uncovering the root causes of customer challenges at greater scale. Instead, leveraging AI is the optimal path forward specifically the use of Agent Assist Copilots.

Agent Assist Copilots help agents of all skill levels achieve productivity by replacing mundane, repetitive tasks and providing next best recommended actions for agents to complete. Copilots free up agents' time to support more customers while also eliminating process gaps and inefficiencies.

There's even concrete data to support this. According to the National Bureau of Economic Research (NBER) report, "Generative AI at Work," agents who leverage AI for support achieve a 14% average increase in issues resolved per hour, with a notable 34% improvement for new hires.

Copilots Are Not One-Size-Fits-All: How IFS Loops Is Different

It's important to note that not all Copilots are equal. Determining what they can and can't do is crucial to ensuring CX improvement.

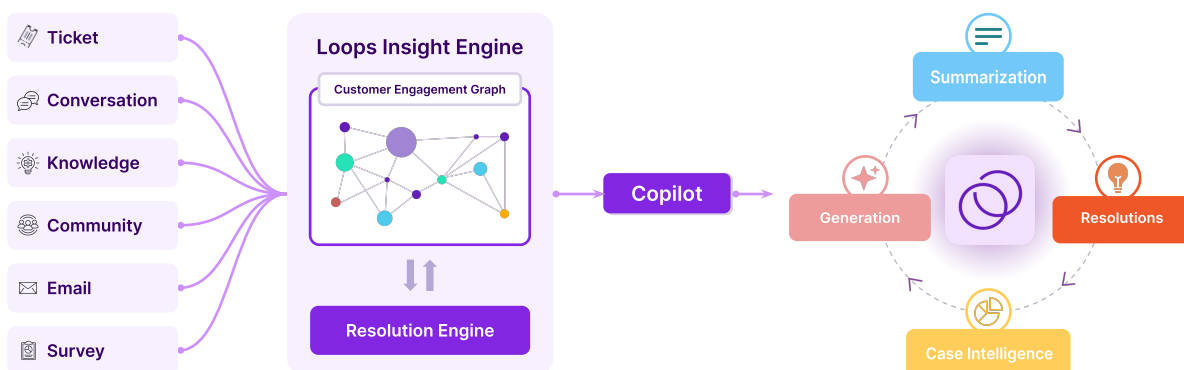
IFS Loops Agent Assist Copilot goes beyond basic case summarizations and limits on accessing knowledge from only one system of record at a time.

To truly help your team drive outcomes, our Copilot derives insights from **multiple knowledge sources** allowing you to contextualize customer data from all enterprise systems with the ability to configure and customize as need be.

With IFS Loops Agent Assist Copilot, agents no longer need to navigate through multiple tabs or juggle various widgets.

We consolidate all critical information within the spaces they work best be it **Zendesk, ServiceNow, Salesforce, Intercom or Jira**.

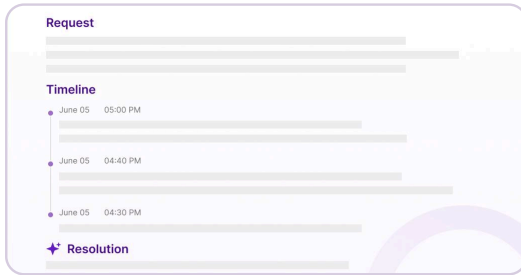
Our low-code, no-code platform streamlines workflows and quickly enhances agent decision-making processes through our robust reasoning engine, case intelligence, knowledge generation and more.



Take A Peek At IFS Loops

AI That's Not A Black Box | Low-code, No Code | No Wait list Required

Our Copilot is robust yet easy to setup and train. Here's what else your agents can do in just a matter of seconds.

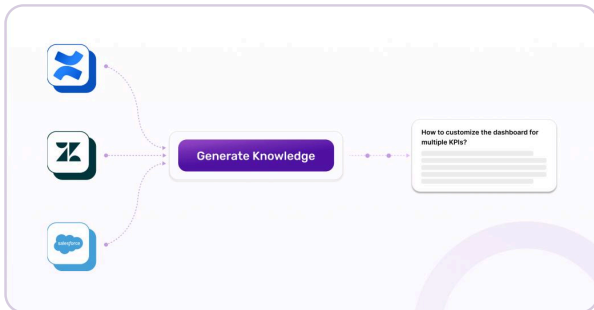
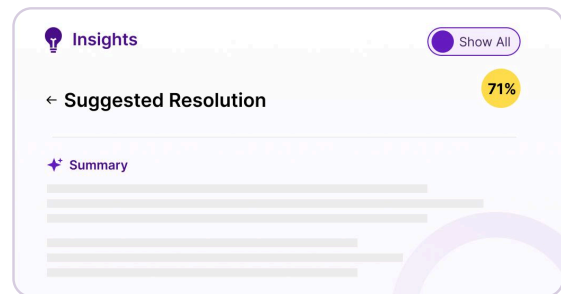


Summarization

- Quickly catch up on ongoing cases with intent and timeline summaries
- Summaries are computed with every new interaction
- IFS Loops Agent Assist Copilot also creates resolution notes post closing of case or conversation

Suggested Resolution

- IFS Loops Copilot provides a consolidated view from various sources helping Agent reach resolution
- This is pulled from, historical cases, knowledge articles, documentation, bug escalations, and communities
- With one click, Agents can respond with resolution summaries to close the case

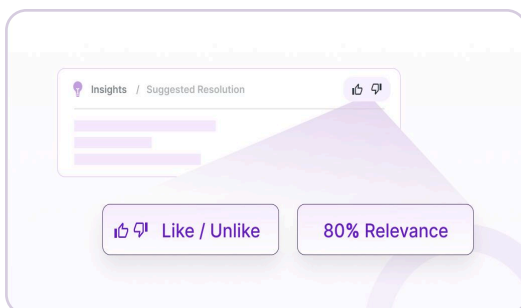
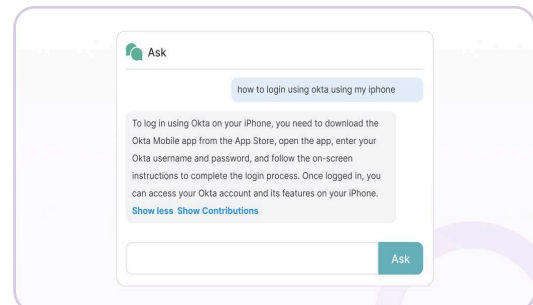


Knowledge Generation

- 43% of your knowledge is irrelevant, we help fix that
- Using the KCS framework, IFS Loops Agent Assist Copilot drafts knowledge articles from multiple sources with each case closing to keep it dynamic and evolving
- Knowledge is also generated from each closing of tickets, ensuring knowledge gap reduction and continuous real-time improvement across your team

ASK

- Talk to your knowledge across different repositories with human like conversations
- ASK helps ensure you or your agents never miss a takeaway or insight



Continuously Learn

- Improving our AI models is as easy as liking or unliking the resolutions, further helping the agents
- Training the model is very straightforward: we provide options to select from including inaccurate summary, not helpful and more
- Provide additional response improvement comments

[Get a demo of Agent Assist Copilot](#)