

BOOST YOUR CONTACT CENTER PERFORMANCE WITH NEXT LEVEL AI

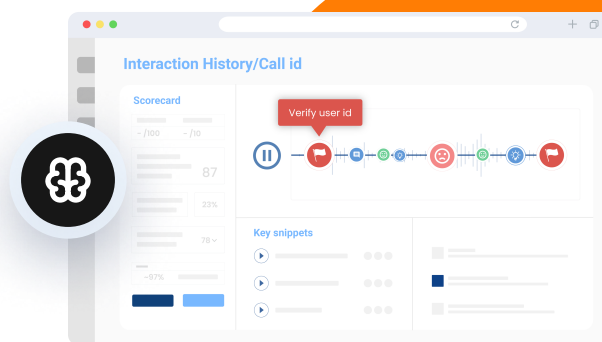
Our omnichannel customer intelligence platform automates your quality assurance programs and provides advanced contact center analytics, personalized agent coaching, and real-time agent assistance. The power of Level AI resides in its cutting-edge semantic engine that leverages NLU (Natural Language Understanding) to monitor and analyze 100% of your contact center conversations across all channels.

Join the customer-first revolution with the likes of :



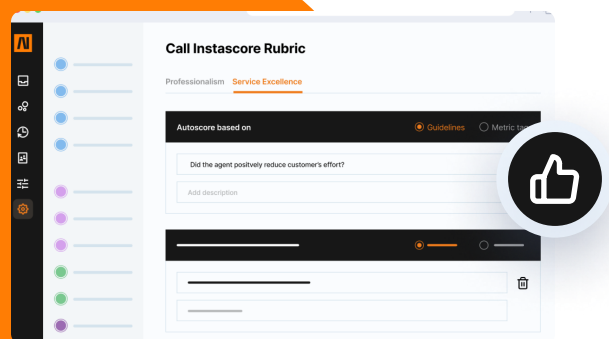
Semantic Intelligence Engine

- Categorizes conversation into topics
- Identifies key conversation moments and intent that you configure to fit your business needs
- Analyzes sentiment and intent
- Unlike keyword-based (NLP) systems, which require constant updates and result in false positives, Level AI uses NLU to understand customer intent with 2X the accuracy and minimal maintenance.



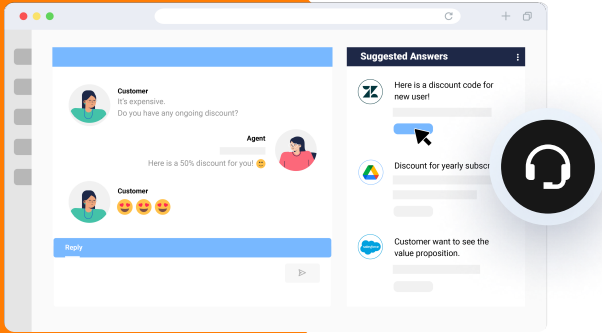
GPT Based Quality Assurance

- Omniscient AI that scores 100% of conversations on every channel (call, chat, or email) with near human accuracy
- Cutting edge QA-GPT model uses your existing scorecards with no integration effort or you can build your custom QA scorecard with our comprehensive question library
- QA-GPT provides an explanation along with context quotes for every score to support its decision
- QA reports and dashboards for a complete view of your QA program and agents' performance
- Level AI automatically assigns conversations for manual reviews based on criteria such as topic, key conversation moment, QA score, sentiment, agent, etc.



"LEVEL AI was a game changer. It removed all of the manual and tedious work from the QA auditors' plates and gave them time to focus on training, coaching, and helping agents. And I have complete visibility into my agents' performance."

Erin Tillery, Sr. Service Excellence Manager At Affirm.



Live Agent Coaching

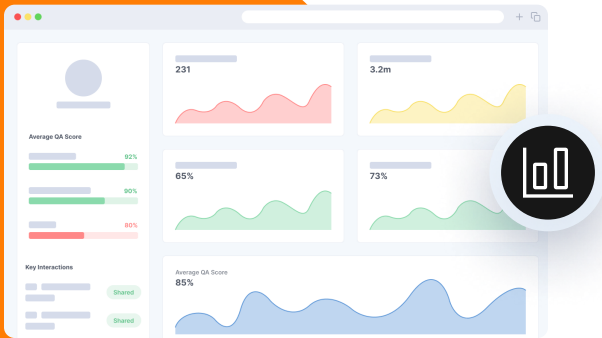
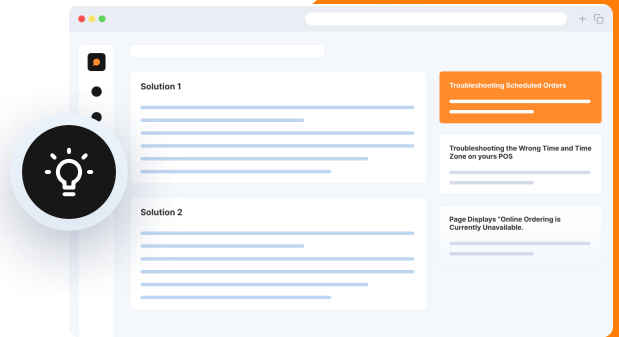
- Create rich, personalized coaching plans for each agent
- Easily search for coachable conversations and moments and add them to their coaching plan
- Track agent performance improvement over time

Real-Time Agent Assist

- Surfaces the relevant knowledge article at the right time
- Provides real-time hints
- Automatically summarizes and wraps up calls

AgentGPT

- Auto-generate expert answers to customer questions
- Self-learns enterprise knowledge and continuously improves based on agent feedback
- Gives agents the most accurate answers, in real time
- Empowers agents to become experts with reduced onboarding time
- Enhances agent productivity and improves both agent and customer satisfaction



Reporting & Analytics

- Voice of the Customer Analytics: Turn the trove of conversational data into actionable customer and product insights
- Contact Center Analytics: birds eyes view and deep dive across all of the contact center KPIs
- Out-of-the-box reports and dashboards, and all-you-can-eat ad-hoc analytics

The Results

QA auditors

5x faster QA evaluations mean more time for agent coaching.

Agents

30% Decrease in Agent Churn

Customers

25% increase in CSAT Score

Contact Center Leaders

20% increase in Contact Center Efficiency

Business Leaders

100% visibility into VoC insights