

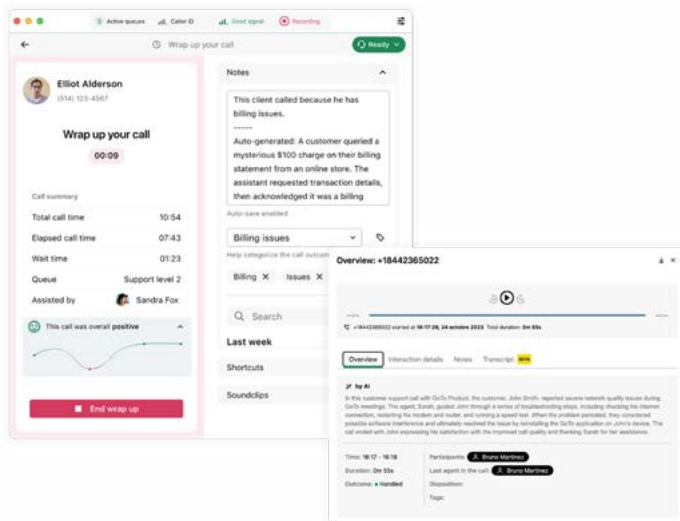
Data Sheet

GoTo Contact Center AI Optimization

AI-enhanced excellence:
Delivering unparalleled
customer experiences



For businesses looking to significantly improve efficiency and personalization, GoTo's AI Optimization add-on modernizes contact center operations and enhances customer satisfaction through an intelligent, data-driven solution.

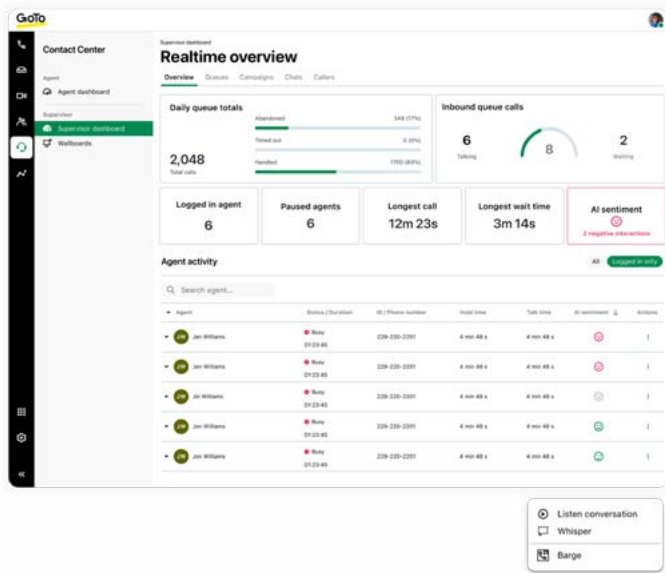


Interaction Summaries Smart insights and swift actions

Harness the power of AI to elevate productivity and quality management by receiving instant post-call summarization and call notes, reducing wrap-up time and average handling time (AHT).

Benefits

- Enables agents to continue to the next customer interaction, increasing productivity and shortening hold time
- Improves visibility into customer interactions so that other agents or supervisors know what happened on previous call(s)



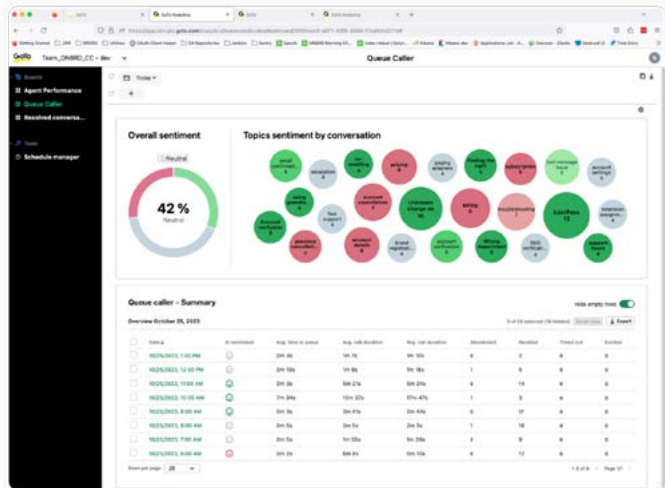
Supervisor Recovery

Improve the customer experience in real time

Proactively boost customer satisfaction with instant alerts for negative sentiments, empowering supervisors to intervene seamlessly to enhance the overall conversation, maintain customer loyalty, and achieve first contact resolution (FCR).

Benefits

- Increase CSAT ratings by quickly improving the customer's experience and striving toward first contact resolution (FCR)
- Give confidence to agents that they can be fully supported right when they need it



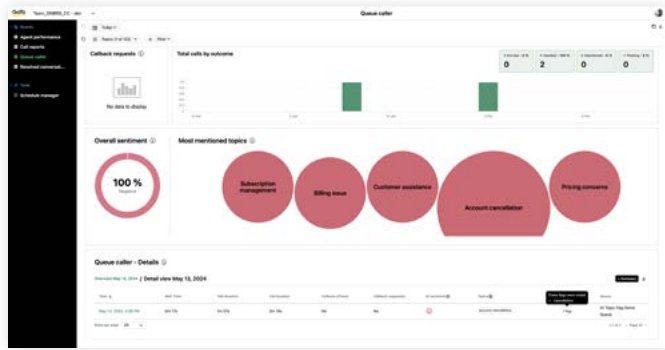
Sentiment & Topic Detection

Turn call data into actionable insights

Master the complexities of the customer experience through historical intent and sentiment trending, unlocking valuable insights for continuous customer satisfaction (CSAT) improvement.

Benefits

- Analyze why customers are calling in and how they feel to uncover systemic trends that can be acted upon to improve customer experiences
- Identify and resolve the most critical pain points for customers to improve CSAT and create happier, more loyal customers



Topic Flag Detection

See it, hear it, solve it:
real-time insights to elevate CX

Strive for service excellence by proactively managing discussed topics during voice calls, enabling supervisors to track and analyze specific topics and improving the ability to address customer needs effectively.

Benefits

- Automating topic detection eliminates the need for reactive management and manual agent performance evaluations
- Swift call escalation while optimizing agent performance
- Ensure precise tracking of keywords and phrases for enhanced script adherence and insights aggregation for proactive issue resolution
- Reduce manual workload, gaining a proactive approach to resolving issues

Create easier-than-ever interactions.

See how GoTo Contact Center's AI Optimization add-on elevates your customer experience.

Contact us today!

Contact your account representative, visit GoTo.com or call us at 1 800 514 1317.

[Learn More](#)