

Diabolocom strengthens its position as leader in AI for contact centers with the launch of its *Agent Assist* product

Paris, November 26, 2024 – Diabolocom, a European leader in cloud-based customer interaction solutions for contact centers enhanced by artificial intelligence, announces the launch of **Agent Assist**. This intelligent co-pilot elevates customer satisfaction and streamlines operations by automating repetitive tasks for call center agents. Its context-aware assistance ensures faster, more efficient resolution of customer inquiries from the very first contact.

Revolutionizing Agent Efficiency to Drive Customer Loyalty

In a landscape where over 50%¹ of customers are willing to switch providers after just one bad experience, Agent Assist delivers concrete solutions to enhance interactions:

- **Automated workflows with Dynamic Object Completion:** Agents gain real-time access to critical information, minimizing administrative tasks and enabling them to focus on delivering exceptional customer service.
- **Real-time transcription and smart summaries:** Conversations are instantly transformed into actionable data, seamlessly integrated into business systems. Customers benefit from smoother interactions without having to repeat themselves.
- **Context-sensitive, customizable guidance:** Real-time suggestions empower agents to anticipate customer needs and boost resolution rates from the first contact.

AI-Powered Performance for Better Outcomes

Agent Assist leverages advanced AI technologies to analyze customer intent in real-time. This enables agents to deliver tailored responses, anticipate needs, and improve first-contact resolution rates.

Another standout feature is the automatic generation of structured summaries, fully customizable to suit various business use cases. These summaries integrate seamlessly with CRM systems, ensuring better management of historical data and making future interactions more efficient.

Delivering Tangible Benefits

Agent Assist is designed to deliver measurable results, including:

- **A notable reduction in Average Handling Time (AHT).**
- Improved customer satisfaction scores through faster and more personalized interactions.
- Continuous agent support, transforming their role and maximizing their impact on every interaction.

Agent Assist redefines how agents work, empowering them with the tools to enhance customer experiences while driving operational efficiency. This latest innovation reinforces Diabolocom's commitment to helping businesses build lasting customer relationships.

¹ Zendesk Study 2024

To find out more about *Agent Assist*, or to schedule a demonstration, visit: <https://www.diabolocom.com/artificial-intelligence/agent-assist/>

About Diabolocom

For over 20 years, Diabolocom has been helping businesses build customer loyalty and driving revenue.

Diabolocom's cloud-based Contact Center as a Service (CCaaS) solution, driven by proprietary generative AI, provides exactly what today's customer service and sales teams need—smart automation, empowered agents, and seamless customer experiences.

With 8 offices across Europe, the USA, Brazil, and Dubai, Diabolocom is the trusted partner of top brands like Carrefour, Mantrac Group, and Nikon.

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