

Cloud-based
Automations

PCI-DSS
Certified

Works with
any CRM or
Agent Platform

Easy
to Use and
Manage

No Integration
Required!



AgentAssist

Improve Agent Efficiencies with nVoq.AgentAssist

- **Enables agents to work faster and more efficiently to reduce costs per inquiry and improve sales results**
- **Improves performance, quality and compliance metrics**
- **Simplifies the agent's job resulting in higher agent satisfaction**

Your contact center agents can improve productivity by using simple commands to:

FIND: **Navigate systems and locate information** so they can answer customer inquiries quickly and accurately.

FETCH: **Automate workflows** and launch a series of tasks within/across multiple systems to complete customer inquiries in seconds.

FILL: **Save time, quickly and easily complete repetitive tasks**, look up information, respond to questions and document the interaction allowing time for more customer inquiries.

Results: Agents can focus on the needs of their customers, increasing both customer and agent satisfaction.

Look to AgentAssist to reduce the cost per inquiry, improve agent performance and customer satisfaction while maintaining high levels of quality.

About AgentAssist

AgentAssist is a cloud-based solution that's fast and easy to deploy, with no software to install on the desktop. It's offered as a per-agent monthly subscription service with no monthly minimum user or revenue commitment. AgentAssist is hosted in highly secure, PCI-compliant data centers.

AgentAssist is currently being used by inbound, chat, email, QA, and offline agents supporting customer inquiries by some of the most well-known and respected brands in communications, electronics, banking, cosmetics and travel. **Want to learn more about how your organization can improve profitability with AgentAssist? Contact us today at 866-383-4500 or sales@nvoq.com.**



PLATFORM

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