

OPEN BETA

## AI (ChatGPT) Powered Answers

### Summarized Responses - Generative AI

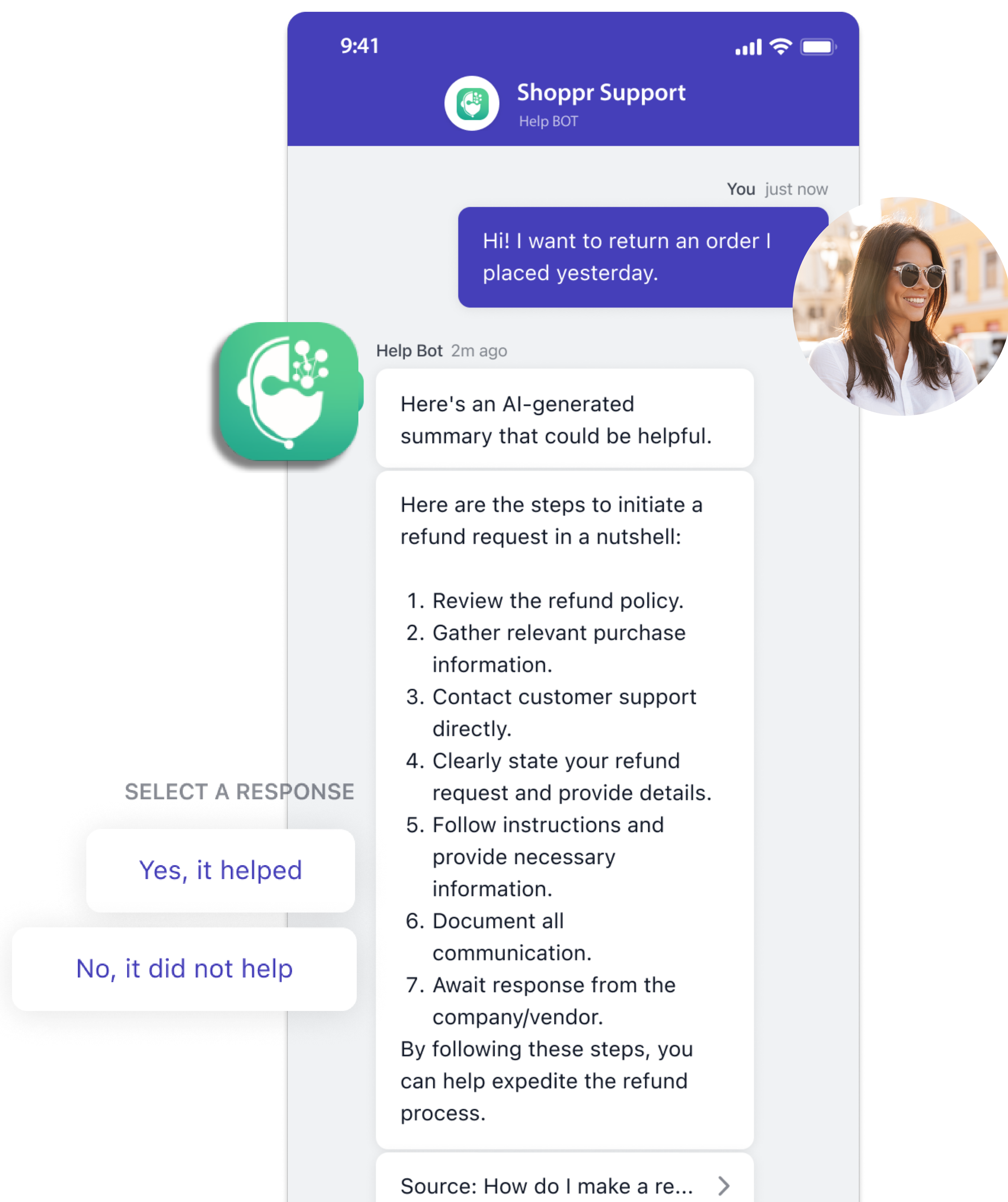
AI-powered answers scan your existing knowledge base to combine all relevant FAQs into a detailed and summarized response to your end users.



➤ **Enhanced First Contact Resolution (FCR):** AI-powered answers provide immediate responses to customer inquiries, boosting FCR rates.

➤ **Workload Reduction:** Routine and repetitive queries can be handled by the AI, reducing the workload on support agents.

➤ **Proactive Fallback:** The system offers a fallback mechanism to handle queries that AI cannot address, ensuring a smooth transition to alternative support paths.



Contact us for a demo today!

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