

Transforming Interactions with Generative Agent



Santiago de Buen
Product Manager



Chance Whittley
Principal AI
Consultant





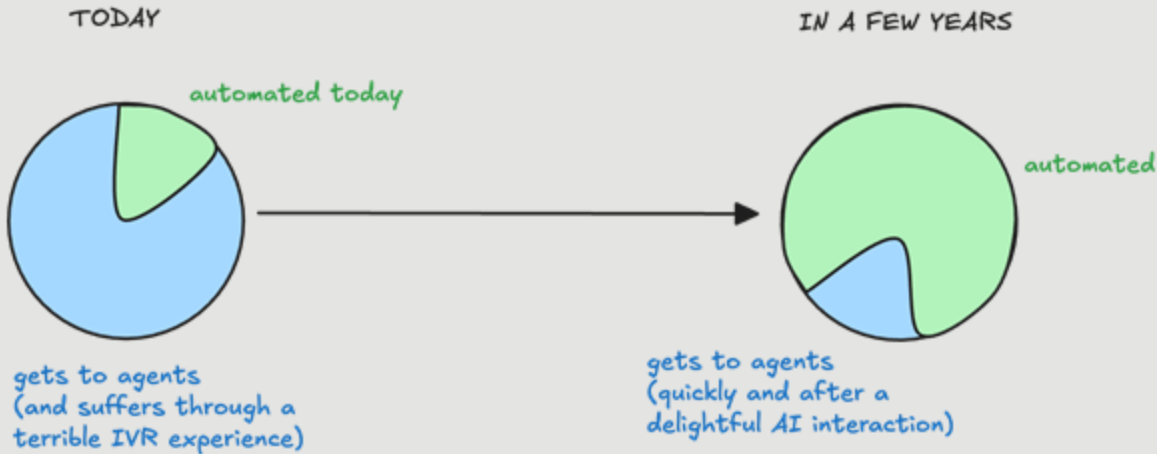
Agenda

- 01 Generative AI Agent
- 02 Automation & Agent Assistance
- 03 GenAgent Technology
- 04 Impact & Implementation

Intro to GenerativeAgent

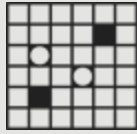


The opportunity to revolutionize CX is in automation, not agent assistance alone



The value of augmenting humans will continue to decrease, as the value of automating conversations continues to increase

GenerativeAgent is a reasoning engine with access to company-specific tools and policies



Intrinsic
knowledge



Instructions

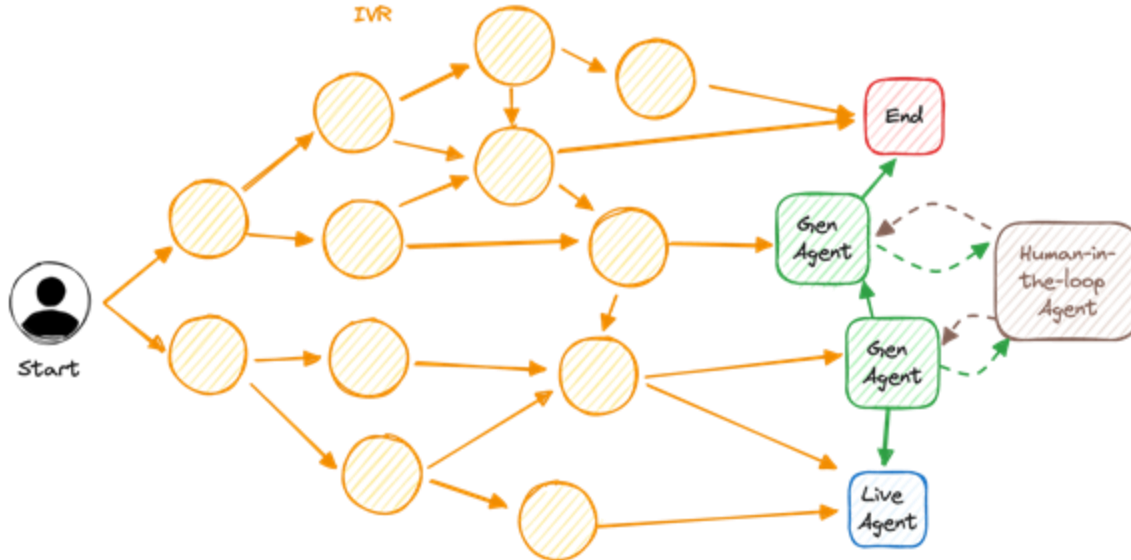


Knowledge
base policies
& procedures



Tools
(transactional
systems)

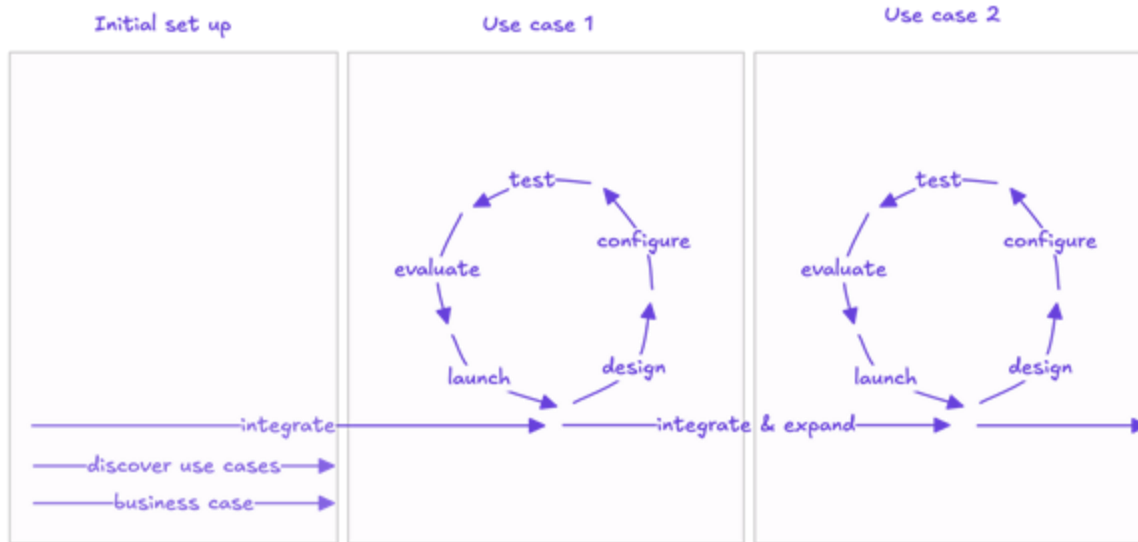
Opportunity to implement this technology within existing IVR experience



Companies using GenerativeAgent
are seeing **20%+ containment** and
10%+ first contact resolution

Hearing from you: What use cases in your organization would you want to use GenerativeAgent for?

Successful implementation requires expertise and experience



REAL RESULTS

“I really love love love (GenerativeAgent) because this is the nonsense that sometimes we just take up time and resources to answer these things. And it's so quick... I'm looking at the time stamps. It took it 4 seconds to give the answer... It's so quick and it's so human-like.”

VP Customer Service,
Fortune 500 company

Let's Connect!



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