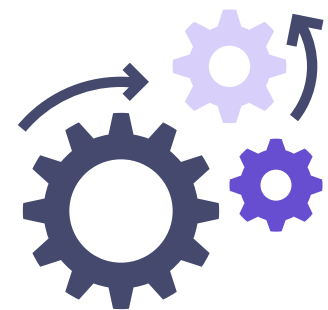# REDDY

Training CX agents for enterprise.

We needed **one platform** to support best-in-class service through the **entire Harte Hanks experience**.
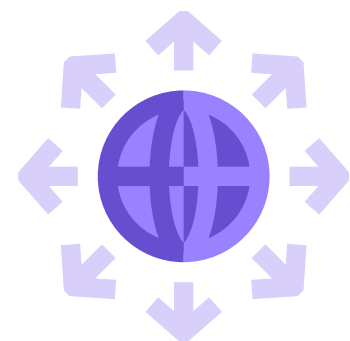
24/7 coaching
Wanted agents to take as many reps as necessary to gain the muscle memory.
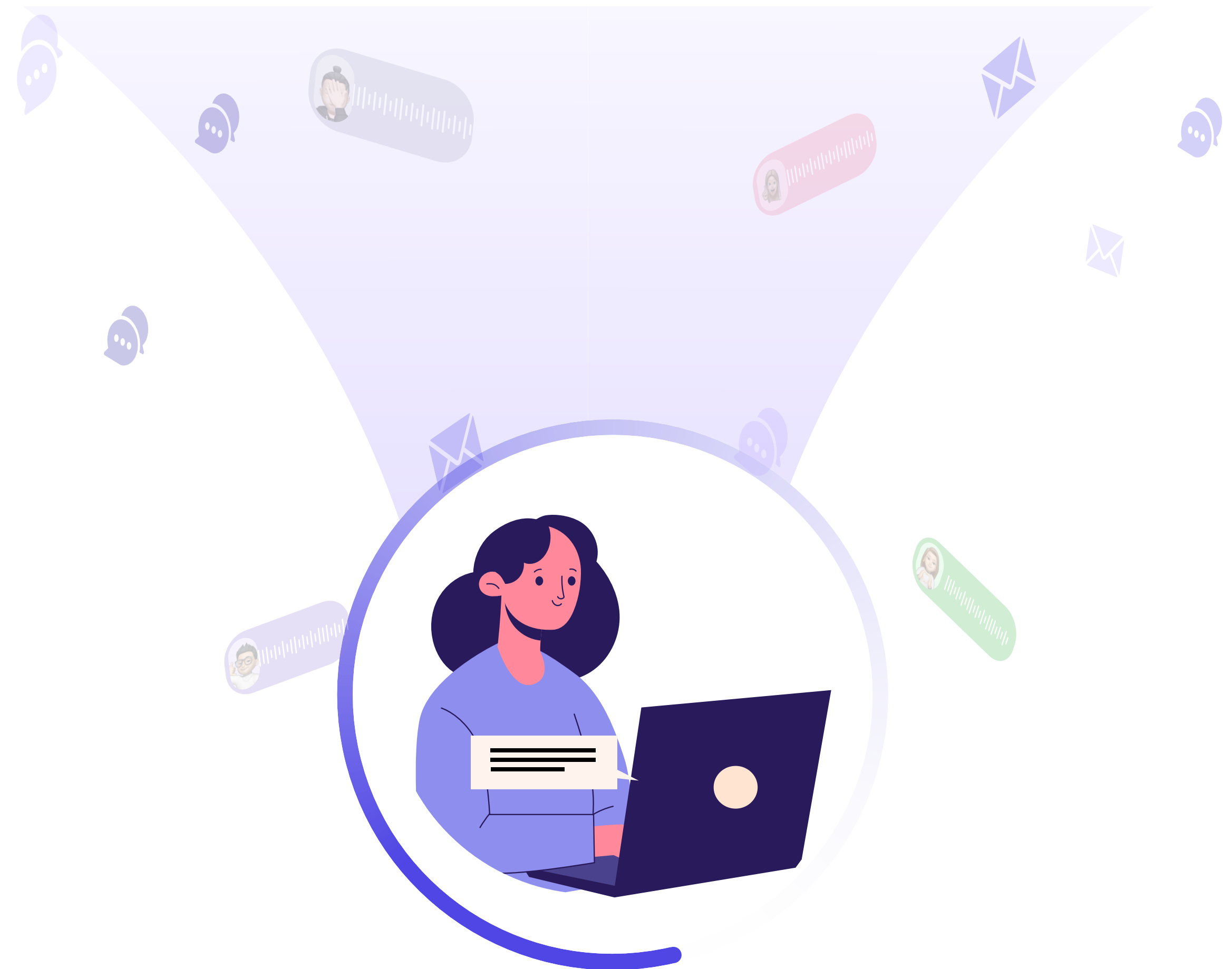
Consolidate tools
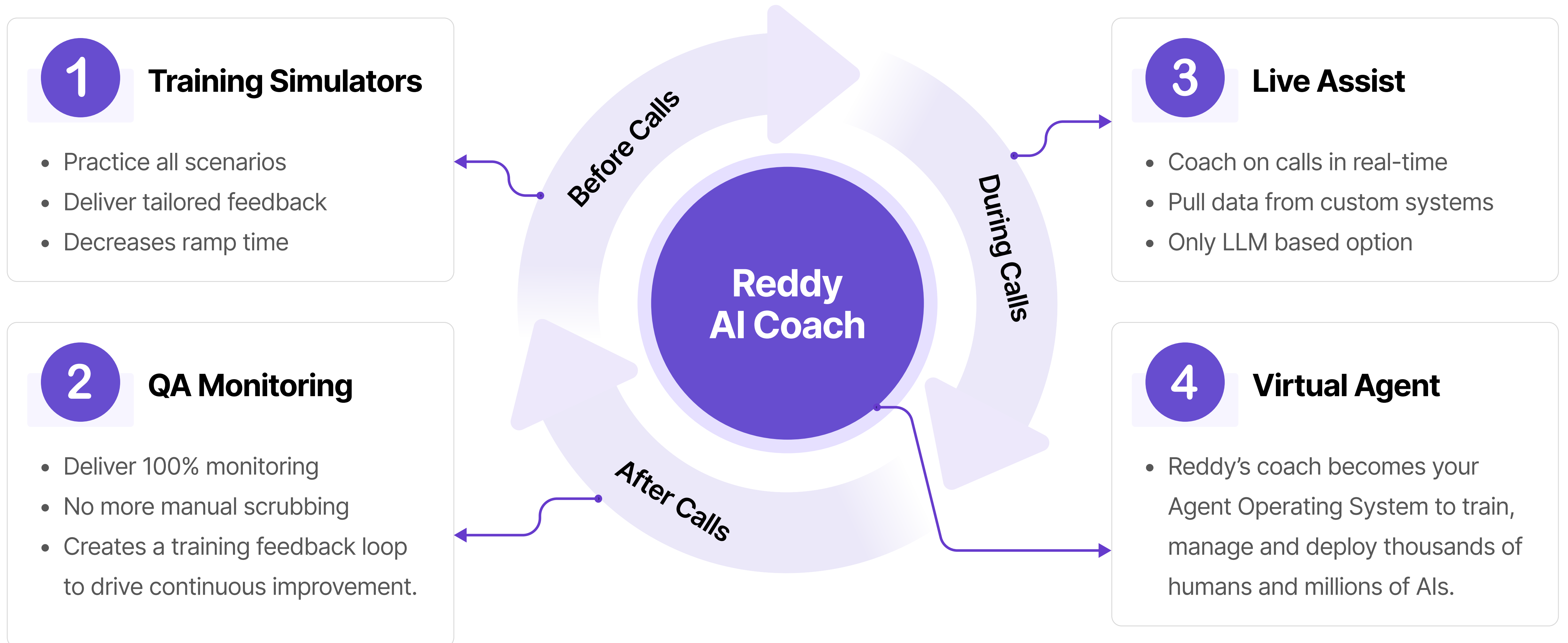Wanted to cut down on the growing list of what agents need to be trained on.

Unlock AI roadmap
Needed a way to get started on a much larger journey.

Reddy uses GenAI to create around-the-clock coaching and content, without scaling time or money.

1 Training Simulators

- Practice all scenarios
- Deliver tailored feedback
- Decreases ramp time

2 QA Monitoring

- Deliver 100% monitoring
- No more manual scrubbing
- Creates a training feedback loop to drive continuous improvement.

3 Live Assist

- Coach on calls in real-time
- Pull data from custom systems
- Only LLM based option

4 Virtual Agent

- Reddy's coach becomes your Agent Operating System to train, manage and deploy thousands of humans and millions of AIs.

Reddy AI Coach

Before Calls

During Calls

After Calls

We invested less than one week of time,
and Reddy created content with billions of variations.

Reddy created **instant and measurable impact**, allowing us to continue scaling the platform across our experiences.

7%
REDUCTION IN AHT

6%
INCREASE IN QA

5%
INCREASE IN CSAT

5913
TOTAL SIMULATIONS 3 MONTH PILOT

37X
AVG SIMULATIONS RUN PER AGENT

REDDY + HARTE HANKS

- **Customer Experience**: Customers walk away with a consistent experience.

- **Brand Experience**: Created and deployed overnight training and simulation to address urgent issues.

- **Agent Experience**: Our agents feel confident, with retention rising alongside their performance.

Enterprise Change Management

Integrations
Small tests with early ROI help roadmap more integrations, which de-risk the next stages.

Agent Buy In
By improving the agent experience, we build confidence and competence.

Trusted Partner
Reddy works with leading brands and is SOC 2, HIPAA and PCI compliant.

Risk
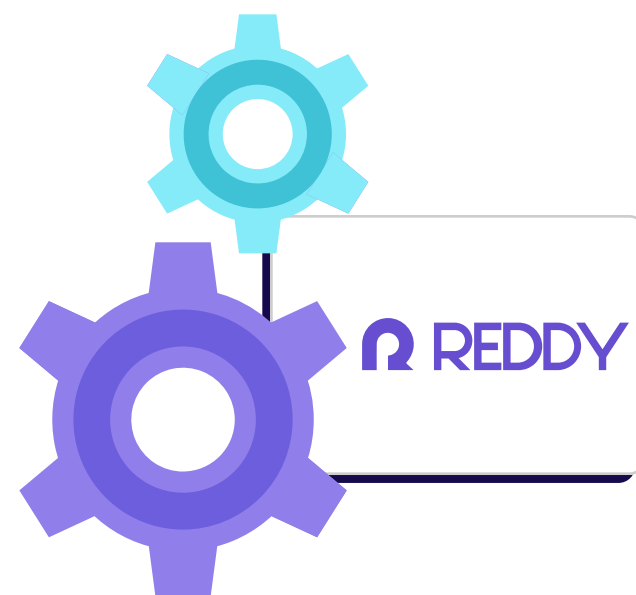
Virtual Agent

Co-Pilot

QA

Training

Reward

Reddy provides short term wins for long term vision: one platform as your Agent Operating System.

90 Days Risk Free

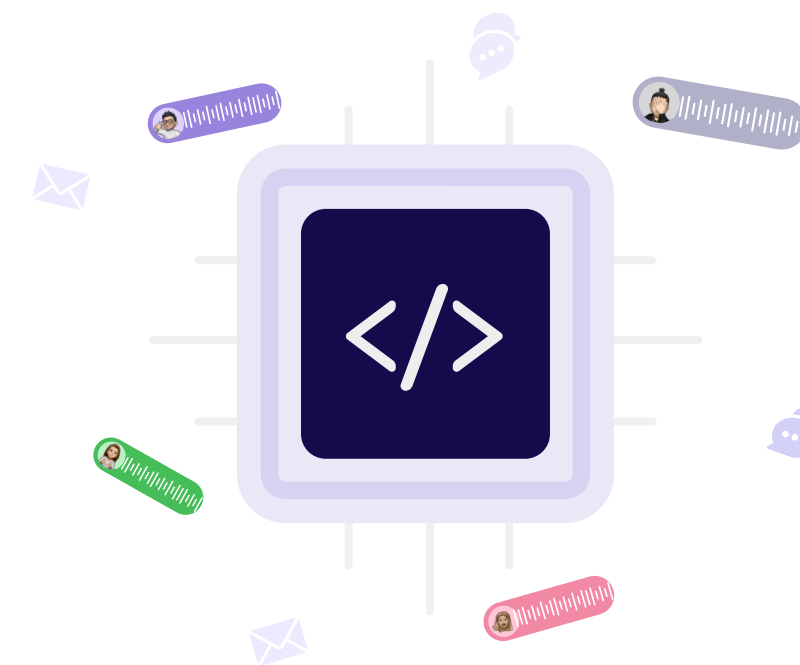Quickly validate the results our other partners have seen

→

Year 1 Sims + QA

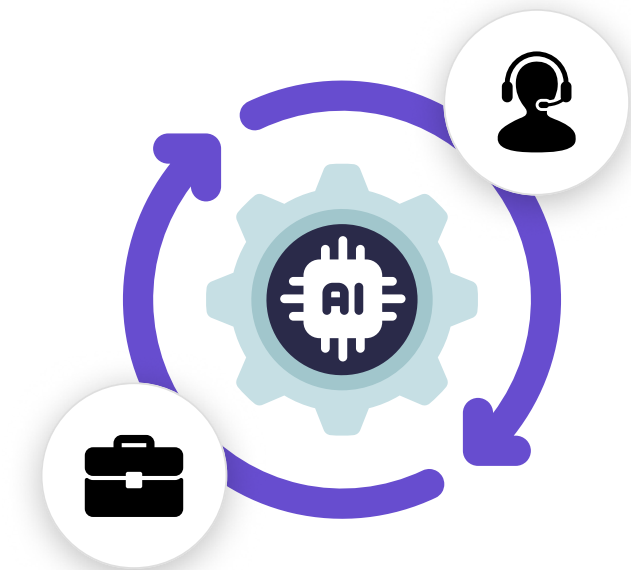Impact the existing human workflow with light integration

→

Year 2 Live Assist

Rebuild the existing human workflow with heavy integration

→

Vision AI OS

Reddy becomes the operating system for training and improving human + AI agents

Thank you!

More questions?
Reach out to:
adam@reddy.io