

# CSR CoPilot

## Boost Productivity and Service Quality with real-time AI-assisted Agent Support

### CSR CoPilot

Omilia's CSR CoPilot provides agents with personalized coaching and contextually relevant real-time assistance whilst they're serving customers to ensure they can fulfill their requests quickly and seamlessly, helping boost customer satisfaction.

It advises your agents based on the caller's interest or specific problem so they can provide targeted guidance and complete tasks to improve customer engagement. Agents can ask CSR CoPilot questions or initiate tasks for it to perform during live calls with customers, freeing them to focus on delivering timely, personalized service and leaving transaction execution, information retrieval and other repetitive or time-consuming tasks to AI.

### Benefits



#### Automate More

Watch your cost per call reduce as you successfully automate more calls, with a balance of supervised and unsupervised AI.



#### Meet your KPIs

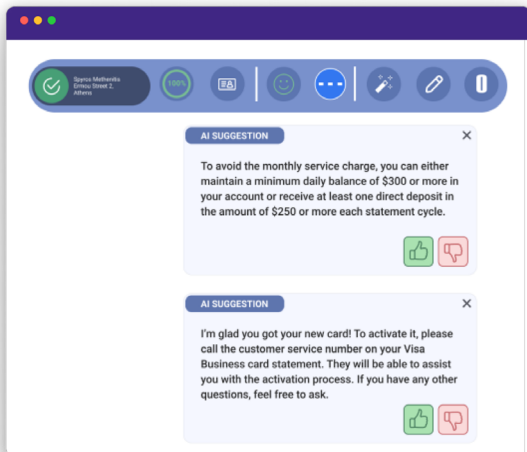
Decrease handling time, improve customer satisfaction, and decrease costs. Maximize your agent utilization, reduce repetitive calls, and deflect faster.



#### Reduce Fraud Risk

Reduce fraud exposure by enabling your agents with anti-fraud tools: voice biometrics, behavioral biometrics, and the ability to detect fraud attempts in real-time.

# Features:



## Action Suggestion and Script Adherence

Ensure your agents always know what to do next and make sure they consider previous customer interactions when building rapport.



Real-time action suggestions. Guarantee agents are following the right script and fulfilling all the required actions.



Identify valuable data and transform it into datasets to train AI agents immediately.

## Real-time Sentiment Analysis

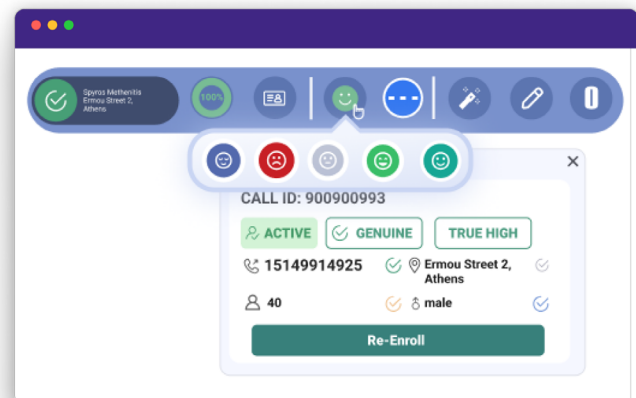
Analyse customer and agent sentiment in real-time, set up alerts and trigger actions, or supervisor escalations.



Ensure your customers are feeling heard and supported.



Make sure agents comply with basic policies and adhere to the level of professionalism your brand requires.



## Call Transcription and Summarization

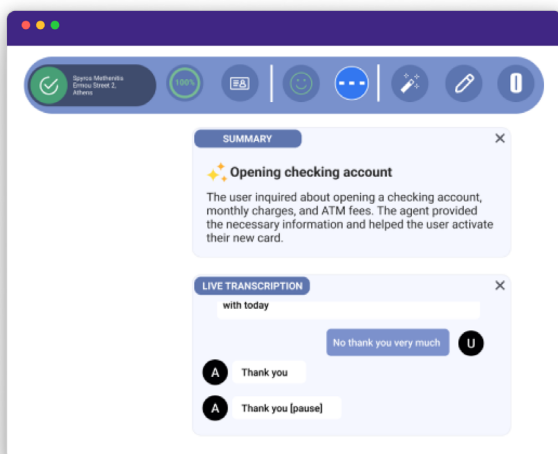
Summarise calls as they finish and ensure information is saved, processed in real-time, and the entire context is passed across agents and stored in your CRM.



Call Summarization and context sharing between queues and agents.



Historical analysis and storage of customer interactions. Real-time access to call transcription, as it happens, for timely action.



# Real-time Knowledgebase Assist

We follow customer conversations and based on customer intent we provide suggestions of relevant product and services information. Integrate your knowledge bases with any Omilia application.



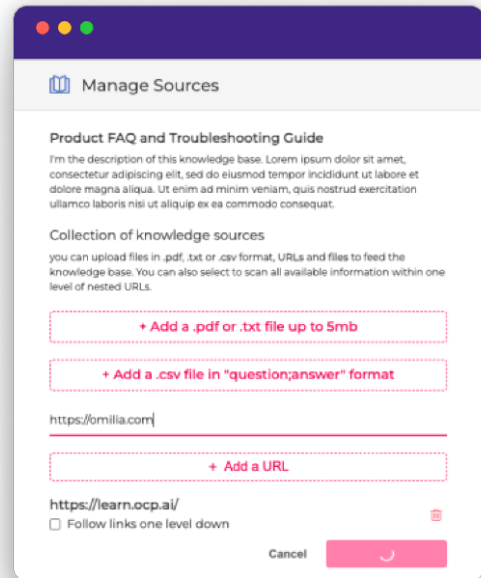
Help your agents answer common customer questions and reduce the average talk time.



Summarize extensive knowledge base information into easy to consume articles for agents.



Reduce the time it takes agents to find relevant information.



# Powerful Conversation Analytics

Get clear insights from all your contact center data to inform how to improve the customer experience.



Analyse agent-side and virtual agents calls on script adherence, call duration, cost per call and more to identify improvement opportunities.



Retain historical analysis of customer interactions which is stored and summarised for future access.

\* The images contained in this datasheet are artist's renderings

Omilia is the global standard for AI-driven customer service transformation. Our native Self-Learning Agentic CX platform revolutionizes how enterprises engage with customers, automating interactions with precision, empowering agents in real time, and delivering seamless, personalized experiences across all channels.

Powered by deep expertise in developing proprietary Agentic AI technology, and multi-layered anti-fraud capabilities, we enable enterprises to move decisively and safely into the era of AI-first contact centers. Omilia's Self-Learning Agentic CX learns from across the entire customer journey — from self-service to live agent interactions — unlocking continuous improvement and breaking the "glass ceiling" of containment that legacy siloed models can't achieve. Omilia is trusted by the world's most demanding enterprises across all industries. Built on over two decades of AI innovation, Omilia delivers measurable outcomes: lower costs, higher efficiency, and unmatched customer satisfaction — all