

AI Agent Copilot

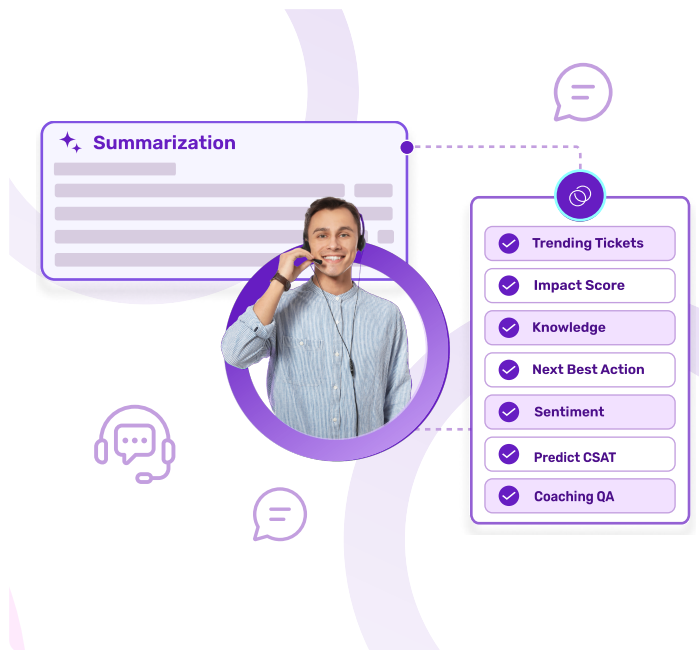
Better Support. Better EX. Better For Your Business.

Give your agents **everything** they need from past cases to suggested knowledge to impact scores, customer sentiment and more--right within their workspaces. Eliminate the daunting task of customers repeating their grievances while agents navigate multiple systems of record, blocked by data silos, leading to a never ending cycle of reactive, frustrating support.

Agents+Copilot: Keep Your Competitive Edge

Powered by GenAI and dynamic contextualized recommendations, TheLoops AI Agent Copilot offers a **40% productivity gain in CX operations and significantly improves customer resolution times with minimal agent effort**. It includes AI technologies like Prediction, Topic Modeling, Sentiment Analysis, and Summarization to ensure efficient and empathetic resolution of customer issues.

Through seamless integrations, TheLoops AI Agent Copilot interacts with a vast range of interactions and data, creating an intelligent agent companion-one that ensures streamlined communication, rapid+accurate task management and ongoing upskilling.



The Loops AI Agent Copilot benefits include:



Boost Productivity

Instantly guide agents to resolve technical issues within their workspaces by offering summaries, knowledge recommendation, and past case resolution insights and trends.



Predict Issues That Are Likely To Get Escalated

Get ahead of problems before they become problems. Prediction provides instant guidance to agents based on topics, trends and real-time remedies.



Intelligently & Effectively Resolve Complex Issues

Ensure that the right agent gets the right case, helping to prioritize and resolve issues faster and impacting customer retention.



Personalized Experience With Unified Data

Data silos will no longer hinder Managers, Customers or Agents. Real-time actionable insights step in as the new baseline for Support.

45%

REDUCTION IN
MTTR

60X

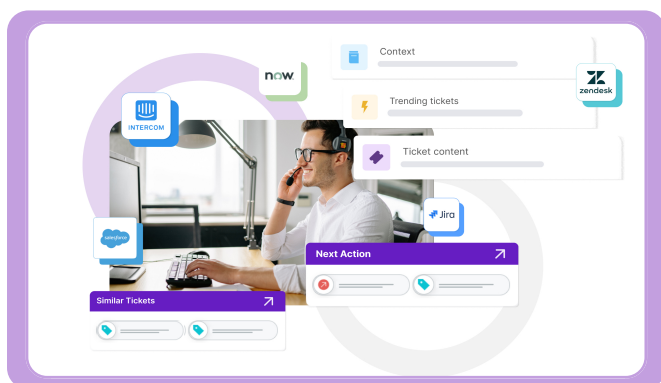
FASTER PROBLEM
DISCOVERY

55%

INCREASE IN AGENT
EFFICIENCY

Powerful Yet Easy And Intuitive To Use

AI That's Not A Black Box | Low-Code, No Code | Quick Time To Setup

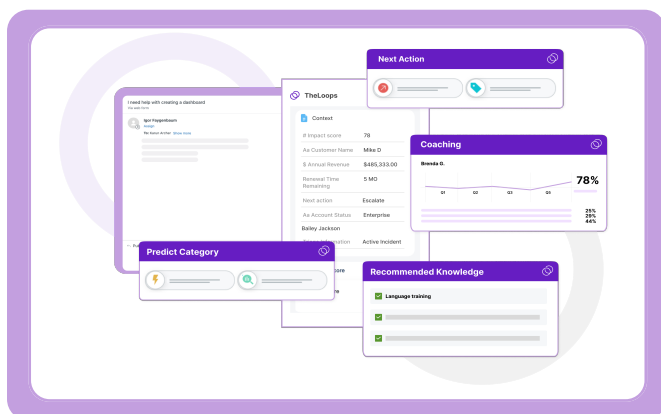
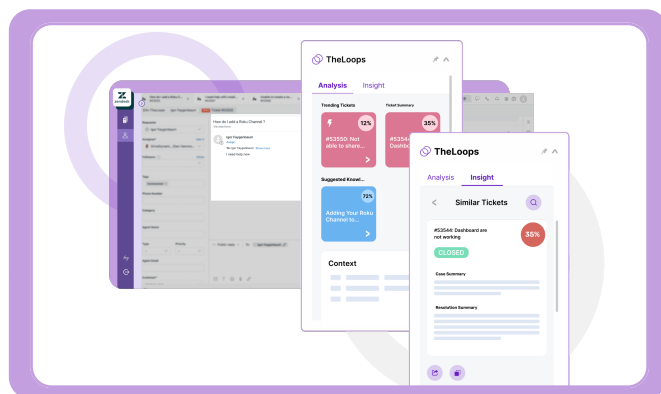


Elevate CX With Context-Aware Recommendations

- Contextual recommendations surfaced to your agents are never static and change based on specific issues+type.
- Zendesk, Intercom, ServiceNow, Jira & Salesforce are among our featured integrations.
- Resurface trends or changes to linked systems to guide agents for faster resolution.
- Automated troubleshooting for complex issues.

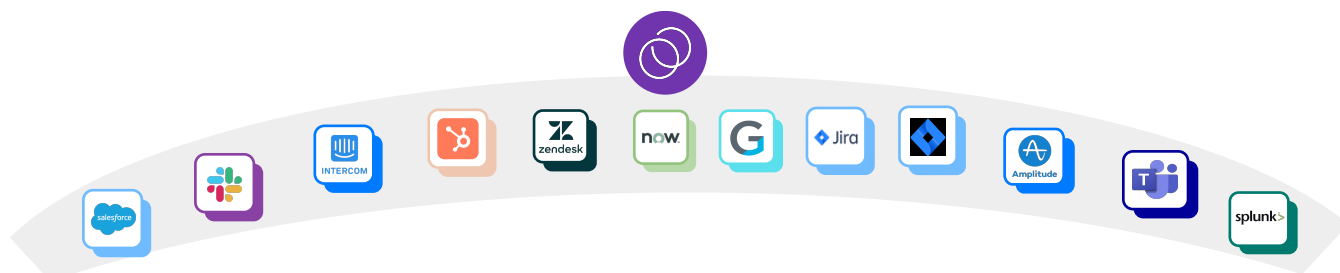
Go Beyond Summarization With More Choices And Use Cases

- Summarize case notes to help with seamless handoff.
- Generate knowledge from case closing for continuous learning.
- Use impact score for prioritization of queues.
- Drive 35 signals from customer interactions to highlight the impact of agent responses.



Scale Your Business: Prediction & Coaching

- Predict topics or case fields for classification and routing.
- Derive sentiment score with every case closing for predictive CSAT.
- Manager UI to help continuously evolve CX operations.



"TheLoops is customizable and configurable for your growing business."