

Power Up Customer Engagement and Loyalty with Smart Contact Solutions

Contact Center

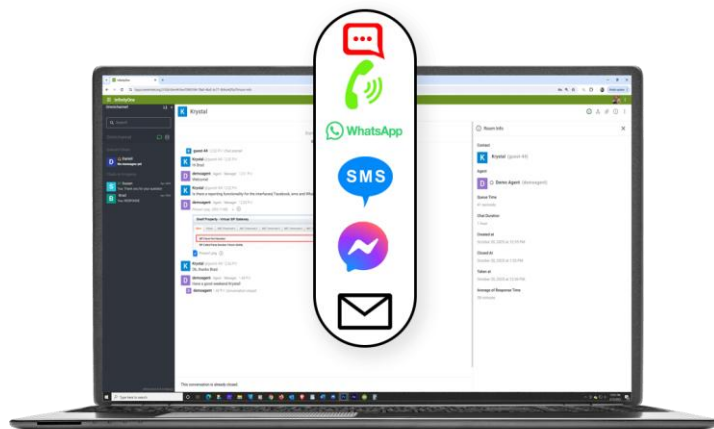


Perfect For:

Your customer engagement, support team or revenue generation strategies. AI-Enabled Agent Assist, omnichannel support and smart call routing, enhance customer experiences, boosts agent productivity, and simplify interactions.

Maximize Customer Satisfaction:

- ✓ With AI-Agents Assist even new hires can perform as seasoned agents from day one
- ✓ Omnichannel support including Voice, Webchat, SMS, eMail, and social media in one unified interface
- ✓ Rich queuing, routing and reporting to optimize agent and supervisor interactions, control and improvement



Essential Features for Exceptional Customer Support

- **AI Agent Assist** – Pop knowledge articles, see real-time sentiment, suggest responses
- **Skills-Based Routing** – Connect customers with the right agents, every time
- **Queue Callback** – Reduce wait times and improve customer experience
- **Real-Time Monitoring** – Track agent performance instantly
- **Whisper & Barge-In** – Support and coach agents in real time
- **Multi-Channel Access** – Handle voice, chat, email & more from one interface
- **Wrap-Up Codes** – Categorize calls for better reporting
- **Agent Status Control** – Toggle availability with a single click



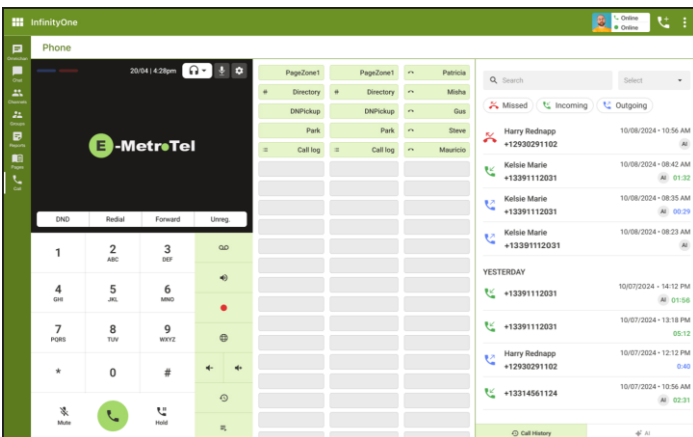
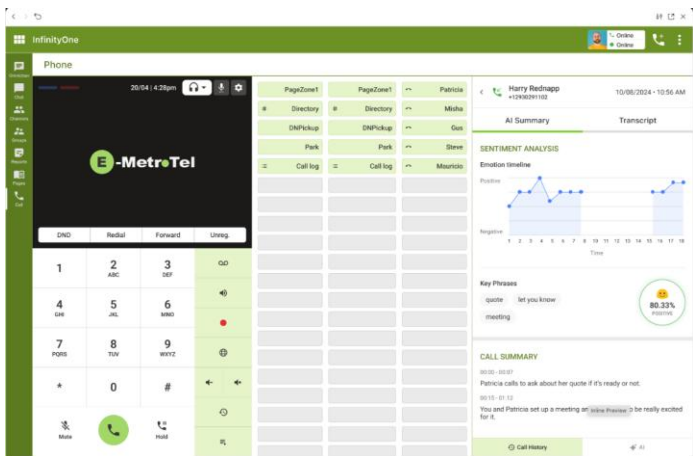
Call for more info

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What can E-MetroTel AI Agent Assist do for your business?

- **Turn Every Agent into Your Best Agent:** E-MetroTel’s AI-powered Agent Assist boosts every customer interaction with speed, accuracy, and personalization. By listening in real time, it surfaces knowledge, suggests next-best actions, and pre-populates responses—agents solve requests faster and deliver higher first-contact success.
- **Presents Real-Time Intelligence Across Channels:** From calls to chat to social media, AI Agent Assist detects sentiment, flags issues, and prompts compliant responses. Even new hires can perform like seasoned agents from day one, reducing training time and errors while supervisors gain live visibility to step in before satisfaction is at risk.
- **Provide Smarter Service, Measurable ROI:** By cutting handle times, increasing resolutions, and lowering escalations, AI Agent Assist improves loyalty while reducing costs. Fully integrated with E-MetroTel CC/CCaaS, it adds capability without complexity—empowering your workforce to deliver exceptional customer experiences.

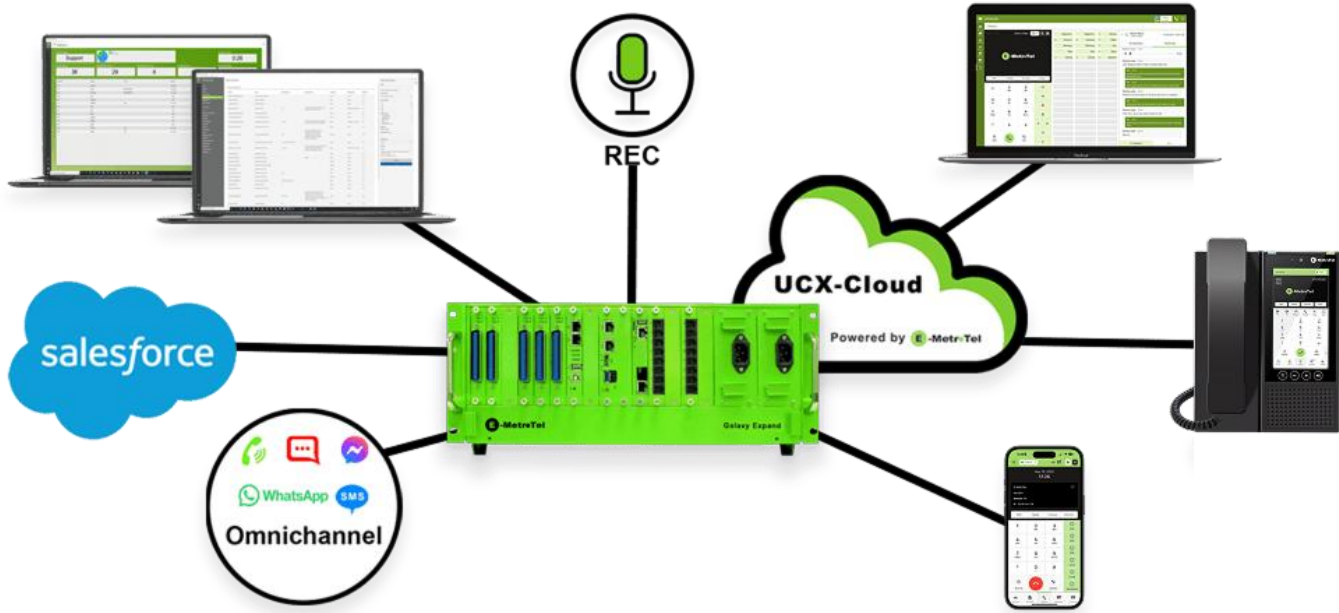


The E-MetroTel Contact Center Dashboard Advantage

- **Intuitive Interface** – At-a-glance visibility to critical information, including sentiment, key words, and an overall conversation score.
- **Real-time Transcription** – Improves customer interaction and agent training.
- **Call History** – Complete detail of agent’s interactions and clients.
- **Expanded Feature Keys** – Customizable keys for one-touch access to Log-in / out, common features and regularly dialed numbers

I never thought I would get such a solid, robust system that offers so many features...The value based on what you pay is amazing!

Flemming Frissdahl,
Founder and Owner
The Travel Agent Next Door



Features and Applications

- ✓ AI Agent Assist
- ✓ Unlimited Queues
- ✓ Unlimited IVR
- ✓ Static and Dynamic Agents
- ✓ Skills Based Routing
- ✓ Work Anywhere Capability
- ✓ Agent Restrictions
- ✓ Supervisor Listen
- ✓ Supervisor Whisper
- ✓ Supervisor Barg in
- ✓ Agent Announcement
- ✓ Caller Position in Queue
- ✓ Wrap Time
- ✓ Weighted Queues
- ✓ Queue Call Back
- ✓ IVR Breakout Option
- ✓ Pause /UnPause Recording
- ✓ Single Key LogIn - Multiple Queues
- ✓ Ready / Not Ready - All Queues
- ✓ InfinityOne Collaboration
- ✓ Infinity 3065 Softphone
- ✓ Music On Hold
- ✓ Voicemail To Email
- ✓ Wait Time Announcement
- ✓ Logout Absent Agents
- ✓ Wallboard Realtime Stats
- ✓ Historical Reporting
- ✓ Call Detail Reports
- ✓ Omnichannel
- ✓ Join Empty Queue Option
- ✓ Queue Announcements
- ✓ Inbound Recording
- ✓ Outbound Recording
- ✓ On-Demand Recording
- ✓ Queue Recording
- ✓ Agent Recording

*E-MetroTel supports phones from Avaya, Cisco, Mitel, NEC, Nortel and Panasonic. Your E-MetroTel reseller can provide complete details.