

Website Copy to Promote AI-Powered Features

The following is copy you can use on your website to promote the AI-powered features of your offering. You can use the below “as is” or leverage it as a foundation for website content and customize it based on your business and offering.

Unlock the power of AI in your communications

AI offers numerous benefits in business communications—such as improving knowledge management, augmenting human intelligence, enhancing productivity, and more. These capabilities—and benefits—are now available to help boost your business communications with:

- Workflow enhancements
- Create concise overviews of call interactions
- Determine customer sentiment
- Identify key topics
- Flexible insight generation
- Get automatic or on-demand insights
- Customize reporting from insights data
- Operational benefits
- Empower busy managers
- Identify trends in customer sentiment and common issues
- Get valuable data for decision-making

Key capabilities

Call Capture—Maintain detailed records effortlessly for training, auditing, or customer service:

- Call transcription
- Live transcription
- Call summarization

Call Assist—Reduce reliance on notes, empower agents to understand callers more clearly, and help with wrap-up duties:

- AI prompts
- Score assist
- AI wrap-up
- Live call monitoring (coming soon)

Advanced Analysis—Get actionable insights into the content and quality of customer interactions

- Sentiment analysis
- Topic detection and reporting
- Sentiment trend
- Sentiment trajectory
- Utterance playback for transcripts
- AI insights reporting and dashboards