

LINKLIVE

# Agent CoPilot

Our intelligent suite of features supercharges agent efficiency, eliminates tedious tasks, and empowers your agents to consistently deliver exceptional customer experiences.

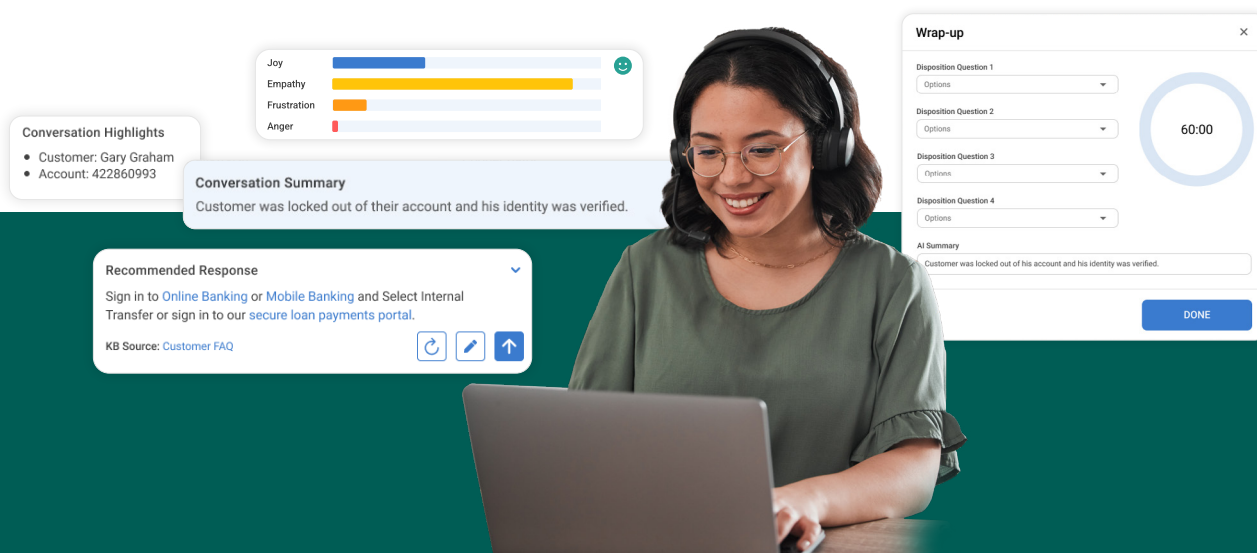


**Empower Your Agents and Satisfy Your Customers with Agent CoPilot**



## Ethical AI that Delivers Real Results

Slash post-call work up to 40%, and boost customer satisfaction by 15% with Agent CoPilot. Features like conversation history analysis, real-time sentiment monitoring, and predictive insights allow agents to offload mundane tasks and focus on what matters most: your customers.



## How it Works



### Private, Secure, Ethical

LinkLive is purpose-built for highly regulated industries. Our encrypted platform and secure data centers have achieved the stringent HITRUST r2 certification—which encompasses more than 50 regulations, standards, and frameworks.

More than 1,100 financial and healthcare organizations trust LinkLive to empower their agents and transform patient, customer, and member interactions.



#### Conversation History

Every customer conversation starts with the history and context of prior interactions delivered to the agent. They can immediately begin addressing customers' needs—without wasting time making customers restate their problems or re-identify themselves.



#### Sentiment and Tone Analysis

Prevent calls from veering off-course with real-time sentiment analysis. Agent CoPilot monitors agent and customer sentiment and provides visual cues to your agents about the sentiment of the call, so they can steer the conversation to a successful outcome.



#### Predictive Insights

Solve customer problems faster with predictive insights delivered right to your agents in real time. Agent CoPilot pulls information directly from your internal sources (documents and knowledge bases) and suggests accurate, next best responses to your agents



#### Conversation Summary

Expedite call wrap-up with automatic conversation summaries. Agent CoPilot extracts key insights from each conversation, so your agents don't waste time writing detailed recaps. This also gives agents time to reset between calls, so they stay alert and engaged.

#### Why should you choose LinkLive Agent CoPilot

- Improve average handling, call wrap-up, and first call resolution metrics.
- Automate repetitive tasks to boost agent efficiency and engagement.
- Consistently create personalized, successful conversations.