

Agent Assist with AWS

Smart, Real-Time AI Assistant for
Customer Service

Flyer



Faster Resolutions for Happier Customers

With the rise of AI-powered customer service, expectations for personalization in contact center experiences are soaring. Customer service agents are now equipped to provide quicker and more effective resolutions, thanks to improved resolution experiences with AI customer support tools like Agent Assist with AWS, which play a crucial role!

Get Real-time Assistance with AI for Contact Centers' Agents

- Analyze interactions in real-time
- Get relevant insights for resolutions
- Support agents with smart insights on issues

The result?

- **Faster resolutions** in customer grievances
- **Lower spend** for improved time-to-resolution
- **Better experiences** for both customers and agents

“ Win where human
connection matters most

An AI-powered Customer Service Experience

How Does it Work? In 6 Easy Steps

1 > Live Call Listening & Transcription

Get real-time speech-to-text conversions, giving agents immediate visibility into the conversation.

2 > Intent & Context Understanding

Unlock deep analysis of dialogue to detect key intent and context for faster, more relevant responses.

3 > Smart, Quick Information Retrieval

Instantly access the most relevant content from knowledge bases, CRMs, and previous interactions.

4 > Real-Time Customer Agent Guidance

Guide agents with contextual suggestions, answers, and next-best actions directly within the agent's dashboard.

5 > In-Call Customer Sentiment Tracking

Analyze the customer's tone and emotion for more empathetic interactions or alert higher-ups for intervention.

6 > Automated Post-Call Summaries

Create structured call summaries for records, reducing after-call work (ACW) and driving continuous improvement.

Why Hexaware for Agent Assist with AWS

Our solution ensures a scalable, secure, and efficient platform tailored for contact center operations. It was built specially to empower customer service agents to deliver faster, smarter, and more tailored support to improve a customer's experience.

Further, we help you cut costs, boost performance, and turn every customer interaction into a competitive advantage. We address unique client needs, industry contexts, and variation in use cases, integrating with existing CRMs or adapting to specialized workflows.

How We Deliver Value

- Reduced Contact Center Operational Costs**
 Automates routine tasks, lowers handling time, and optimizes resource utilization, driving significant cost savings.
- Improved Customer Experience (CX)**
 Faster, more accurate responses and sentiment-aware interactions lead to higher satisfaction and loyalty.
- Smarter, Quicker Resolution Closures**
 Data-driven guidance and next-best actions help agents respond with confidence and precision.
- Reduced Average Handling Time**
 Real-time insights, suggestions, and automation drastically cut resolution times and increase agent speed.
- Improved Agent Productivity**
 Empowers agents with the right information at the right time, reducing effort and enhancing focus.
- Consistent Service Quality**
 Standardizes support across agents with automated prompts, summaries, and real-time assistance, ensuring excellence in every interaction.

Hexaware: An AWS Partner

Our Strategic Collaboration Agreement (SCA) with AWS reinforces our commitment to maximizing the potential of AWS cloud, data, AI, and apps with our trusted marketing IT consulting services.

- **10 Years** as an AWS Advanced Partner
- **6550+** global AWS certifications

Built on AWS

- Amazon Simple Storage Service
- AWS Secrets Manager
- AWS Fargate
- Amazon Transcribe
- Amazon Cognito
- AWS Data Transfer
- AWS AppSync
- Amazon ElastiCache
- Amazon Comprehend
- Amazon DynamoDB
- Amazon Simple Notification Service (SNS)

Customer Experience that Puts You Ahead

Ready to explore transformation for your customer service experience? Let's chat about how we can elevate your strategies and truly understand your customers! Let us know at marketing@hexaware.com

About Hexaware

Hexaware is a global technology and business process services company. Every day, Hexawarians wake up with a singular purpose: to create smiles through great people and technology. With this purpose gaining momentum, we are well on our way to realizing our vision of being the most loved digital transformation partner in the world. We also seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

With offices across the world, we empower enterprises to realize digital transformation at scale and speed by partnering with them to build, transform, run, and optimize their technology and business processes.