

# EXP+ : Engage Sitel® Agent Real-Time Support

*Artificial intelligence [AI]-driven Sitel® Agent Real-Time Support assists agents by listening to and analyzing voice or text-based interactions, including email, chat and messaging, to provide timely support.*

## Powering Agent Productivity and Performance

By leveraging speech and text analytics, Sitel® Agent Real-Time Support assists agents as they navigate through the customer interaction, accessing appropriate knowledge base articles or prompts to take the next best action in real time. By guiding agents through customer interactions and their work, Sitel Agent Real-Time Support streamlines their tasks and highlights upselling opportunities, driving productivity and performance.

- Prompt next best action
- Access the most appropriate information
- Detect potentially fraudulent interactions
- Replicate your top performers' behaviors

## Sitel® Agent Real-Time Support Use Cases



### Reduce Compliance Risk

Protect your brand reputation and avoid fines by monitoring 100% of calls and flagging compliance risks in real time.



### Reduce Fraud Risk

Flag high-risk scenarios in real time, guiding agents away from fraud risks.



### Flag Upselling Opportunities

Identify the right moment to make an offer, and the right offer to make to increase sales.



### Increase Agent Confidence

With prompts to guide agents, they feel more confident in their work, delivering a better CX.



### Real-Time Manager Alerts

Let managers know of service issues in real time, saving calls while they are in progress.



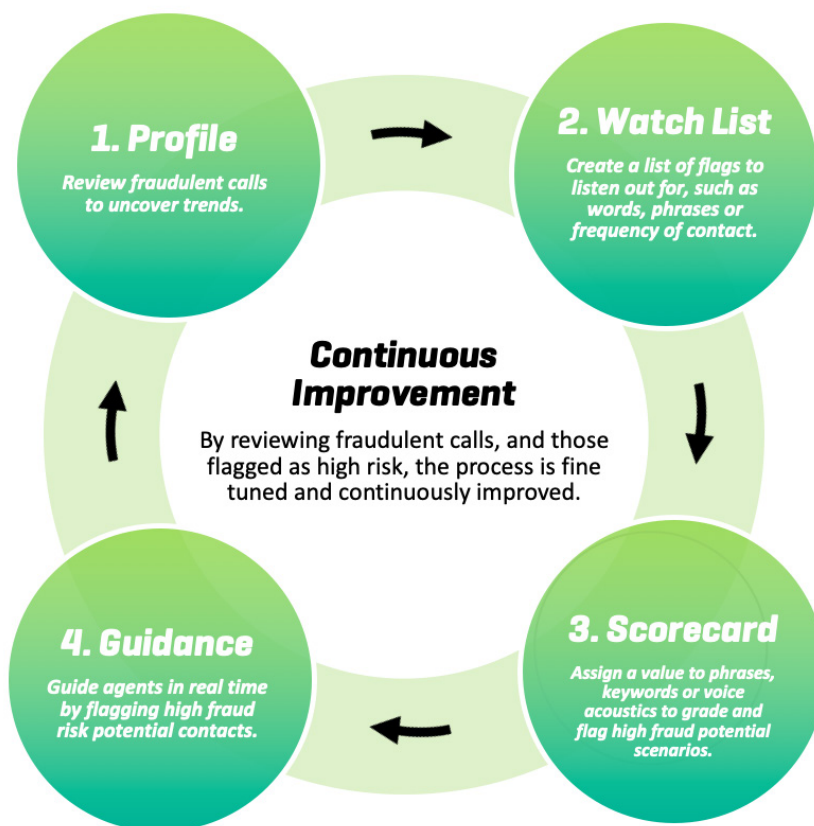
### Enhanced Training and Coaching

Identify the behaviors of your top performers, pinpoint lowest performers and share best practices across teams.



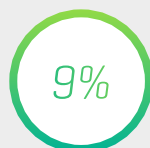
## Driving Continuous Improvement in Fraud Detection

By flagging potentially high fraud risk scenarios to agents in real time, and offering coaching and next-best action prompts, Sitel® Agent Real-Time Support guides agents away from possible risks.



## Measurable Results

Unlock the power of your interaction data with Sitel Agent Real-Time Support.



**Reduction in Average Handle Time (AHT)**



**Increase in First Call Resolution (FCR)**



**Faster Detection of Potentially Fraudulent Interactions**

Source: Sitel Group® Data, 2019-2020

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