

Knowledge Assist

Helping agents help themselves

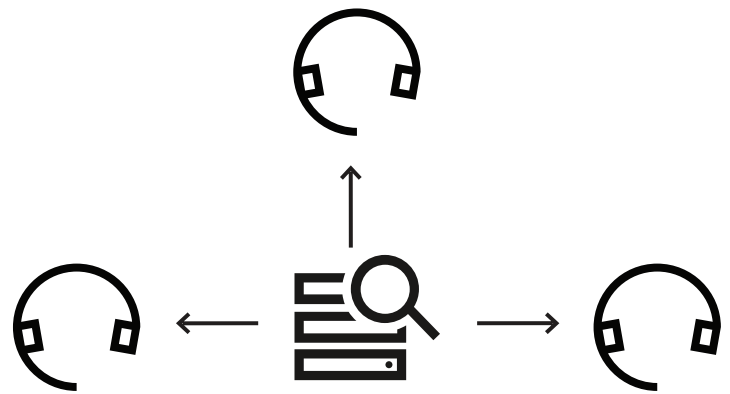
verizon  **business ready**

Fact Sheet












Verizon's Knowledge Assist uses AI to empower your agents with relevant and accurate responses to consumer questions, delivered in real time to build trust and drive conversations.

Knowledge Assist can be your single source of truth for both contact center agents and virtual agents, all without needing to author a knowledgebase from scratch.

- Empower agents to provide quick, accurate, consistent answers
- Drive improvements and efficiency in agent performance
- AI-enhanced centralized knowledgebase
- Intelligent search capabilities uses natural language processing
- Updated with the latest information for a single source of truth
- Identifies top agents and learns from responses
- Authoring tool ingests and makes use of your existing content



Centralized Intelligent Knowledge

-
-  **Natural language processing**
Provide relevant, accurate answers derived from NLP technology that can understand the true intent of the customer's question.
-  **Two-way dialog**
Answer complex questions by engaging consumers in conversation, drilling down to clarify what they truly need.
-  **Personalized responses**
Deliver responses personalized to each customer that leverage user input, product data, account information and other context.
-  **Auto-generated topics**
Get started quickly with a knowledgebase that can teach itself. Knowledge Assist can index existing internal and external content to auto-generate topics.
-  **Guided authoring**
Knowledge Assist alerts you to gaps in your existing knowledgebase, showing you opportunities to create new content for questions that are going unanswered.
-  **Federated search**
Pull data from multiple knowledge bases to craft an accurate answer for each question.
-  **Multi-lingual**
Author content in multiple languages to assist consumers around the world. Knowledge Assist can also translate answers from existing foreign-language knowledge bases.
-  **Omni-channel**
Enable agents to provide consistent answers across web, mobile, and messaging apps to provide relevant answers where customers live.
-  **Versioning & history**
Retain a record of each piece of Knowledge Assist content as it evolves, including who changed what and when, for record-keeping and compliance.
-  **Fully integrated**
Knowledge Assist can be embedded within the agent desktop to deliver smart, concierge-style service to agents.
-  **Learner tool**
Strengthen and expand the knowledgebase by understanding which questions agents are asking and how they are being answered.
- Future availability of Knowledge Assist is planned for September 2018.