

Save time and increase efficiency by automating post-call wrap up with C360 Auto Summary

Contexta360 offers the latest in automation and natural language-driven deep learning to automatically transcribe and summarise conversations to assist agents with post-call wrap up.

C360 Auto Summary automates agent post-call wrap up and saves time by utilising the latest in extractive and abstractive summarisation technology.

On average, contact centre agents spend approximately three to six minutes on post-call wrap up. C360 Auto Summary shaves minutes off each wrap up, significantly reducing average handling and wait times, while improving the overall customer experience.

Contact centres who have deployed C360 Auto Summary have consistently saved millions of euros in operational costs each year.

Automatically summarise conversations in real time

On completion of a call, agents simply check the automated call summary and assign it to the CRM, ERP or chosen system of record. Agents can link the original voice recording and full transcription link to the post-call summary for compliance and rapid retrieval.

Post-processed call summaries are pushed to agents when a customer dials-in. This, in turn, can increase agent efficiency by delivering vital information at the beginning of a call, while also increasing customer experience.

Whether using post-processed automatic call summary or real time, C360 Auto Summary saves organisations time and money and raises operational efficiency through accurate and timely post-call summarisation.

Auto Summary

Key features

- automatically captures an entire conversation with all the facts and context
- creating a bitesize summary
- detects questions and topics
- allows agents to spend more time focusing on more engaging tasks
- produces representative transcribed and summarised conversation notes
- reduces errors and increased accuracy
- links conversations back to analytics
- enables records to be used in postconversation workflow
- reduces manual effort with post-call summary automation
- gives post-call summaries in real time.

Capture and act on the context of the whole conversation

C360 Auto Summary contains a range of indicators that are useful for monitoring call quality, while making the information easily accessible and more actionable. This includes topic detection, callers' concerns, sentiment and emotions.

Evaluating agent expertise and improving the customer experience has never been easier thanks to Contexta360.