CRESTA

Cresta Real-Time Agent Assist for Voice

Turn Every Agent Into
Your Best Agent

Agents are the face of your brand. Enabling them to make every interaction count is critical to your customer experience. But existing tools and processes only help agents before or after a call, not during.

Cresta's AI-driven Real-Time Agent Assist uses real-time coaching and guidance to help agents expertly navigate customer conversations. With Real-Time Agent Assist, agents get the support they need to deliver business outcomes and a world-class customer experience.

AI-driven Real-Time Agent Assist guides agents through customer conversations with coaching, assistance, and automations that are trained by top-performers.

Boost agent productivity: AI-driven real-time assistance helps agents effectively navigate every conversation.
- Improve compliance and adherence to best practices
- Accelerate ramp and upskill agents with personalized coaching
- Automate knowledgebase lookups and post-conversation work

Reduce manager supervision: With AI-driven assistance on every conversation, managers spend more time coaching and less time reviewing conversations, making managers as much as 2x more productive.[2]
- Reduce escalations and supervisor inquiries
- Make coaching more impactful

Unlock ROI: By transforming agent performance during conversations, business unlock new levels of productivity.
- Improve revenue and conversion rate
- Reduce AHT and boost FCR
- Transform CX and improve CSAT/NPS
- Improved employee satisfaction and retention
- Enable new business strategies such as service-to-sale

Scaling Expertise: AI that learns from the best and shares with the rest.

Cresta scales what already works. Our patented Real-Time Expertise AI learns the patterns and behaviors of your top performers and scales them across your team using real-time coaching, continuously optimizing every conversation.

Before Cresta   After Cresta
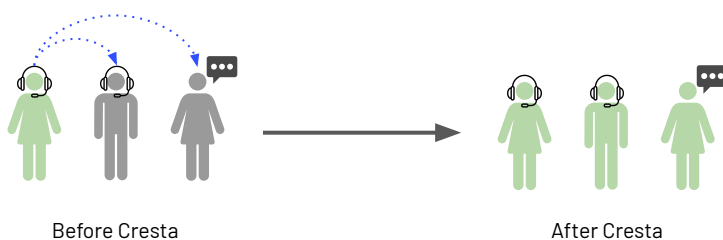
Firms using real-time agent assist see a 2.4x increase in agent productivity.[1]

[1] Aberdeen, August 2020
[2] Cresta Data

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Real-Time Coaching:
Personalized, live, AI-powered coaching helps agents hone their skills and expertly navigate every conversation.
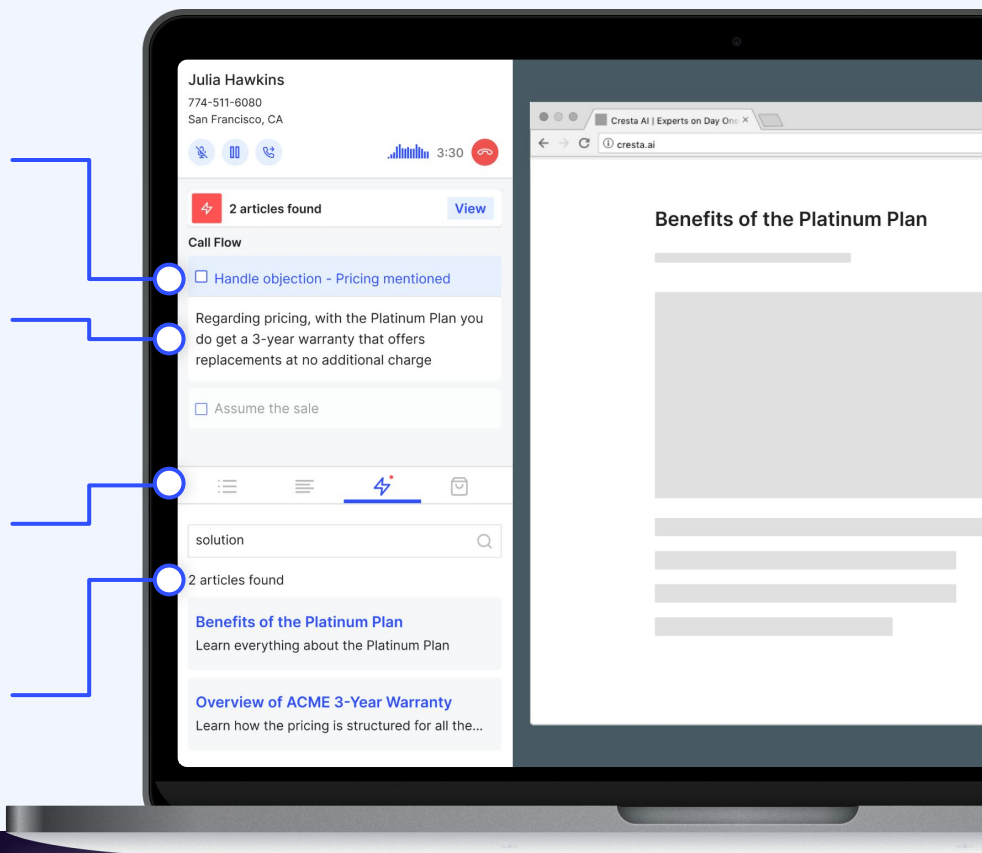
Suggested Responses:
Agents can expertly navigate calls, stay on script, and offer the perfect response at the perfect time.

RPA and Workflow Automation:
Cresta integrates with systems of record to automate repetitive tasks like support ticket and lead creation.

Knowledge Assist:
Automatically surface the perfect answer to customer questions, helping agents resolve questions 14% faster.[2]

Julia Hawkins
774-511-6080
San Francisco, CA

3:30

2 articles found   View

Call Flow

☐ Handle objection - Pricing mentioned

Regarding pricing, with the Platinum Plan you do get a 3-year warranty that offers replacements at no additional charge

☐ Assume the sale

solution

2 articles found

Benefits of the Platinum Plan
Learn everything about the Platinum Plan

Overview of ACME 3-Year Warranty
Learn how the pricing is structured for all the...

Cresta AI | Experts on Day One
cresta.ai

Benefits of the Platinum Plan

Real-Time Transcription:
Save time taking notes and recall key facts with real-time transcription.

Conversation Summarization:
Automatically summarizes key points of a conversation.

Agent Performance:
Agents are shown progress against key skills after each conversation.

What Customers Are Saying

"Cresta greatly reduces our agent ramp time, helping new agents to provide maximum customer value fast and leading to increased CSAT and RPC."
- Head of SMB Sales at Global Cloud Storage Leader

"By using Cresta, frontline leaders cut the time it takes them to coach their team in half!"
— Contact Center Manager at Top-5 SaaS Company

"Cresta helps me to stay on track and also transcribes exactly what the customers say so I can refer back instead of asking them to repeat themselves."
- Agent at Cox

[3] Aberdeen, August 2020: "Agents spend 14% of their time searching for answers to customer questions"

Customer Results

14.7%	Improvement in conversion **Global SaaS Leader**
24%	More revenue per conversation **Top Specialty Retailer**
5.5x	Reduction in new agent ramp time **Top-5 SaaS Company**
90%	Agents say Cresta increases their career satisfaction **Cresta Survey**