

# Generative AI

Improving Your Customer Service Outcomes

## Introducing SightCall Generative AI for Customer Service

SightCall's cutting-edge Generative AI solutions seamlessly integrate into your customer service journeys delivering efficiency, accuracy, and insight to your customers and agents.

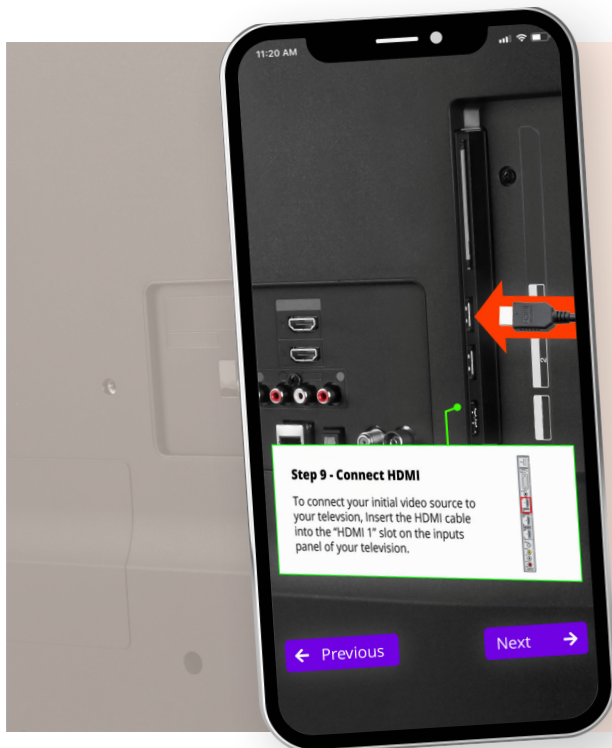
Transform your customer and agent experiences with our AI offerings that help you:



### AI Recognition:

#### *Leverage Precision Product Identification*

Elevate your customer support interactions with a customized AI Recognition model. SightCall AI Recognition uses computer vision to identify your products and parts with unrivaled accuracy. Customers and agents can effortlessly scan, analyze, and recognize the product needing support to expedite problem diagnosis. With AI Recognition you deliver faster problem resolution and ensure a more effortless customer service journey.



## **AI Recommendation:** *Put Expertise at Your Agent's and Customer's Fingertips*

Boost response and resolution time with accurate AI-recommended resolution guidance. SightCall AI Recommendation provides actionable solutions on demand, instead of letting your agents and customers waste valuable time searching for possible solutions. AI Recommendation uses the deep technical knowledge found in your knowledge base and generates accurate recommendations to solve customer problems at the moment of service. Take your AI Recommendation to the next level by incorporating the data collected with SightCall AI Recognition to generate enhanced recommendations based on visual context.



## **AI Reporting:** *Save Time with Instant Report Generation*

Reduce the time Customer Service Agents spend documenting service engagements and session outcomes. AI Reporting generates accurate summaries based on visual, voice, and text data collected during support engagements. Relieve agents of repetitive admin tasks and let them focus on solving problems and delighting customers.

**Reshape the future of your customer service organization with AI Recognition, AI Recommendation, and AI Reporting—the ultimate trio of applied AI innovations delivering superior customer experiences.**