

AI-powered AT&T Office@Hand Contact Center

Features

- AI-driven assistance via intelligent prompts
- Omnichannel capabilities
- Live and historical dashboards and reports
- Automated transcripts and call summaries
- Interactive voice response (IVR) flow designer
- Automated agent scoring for quality management

Benefits

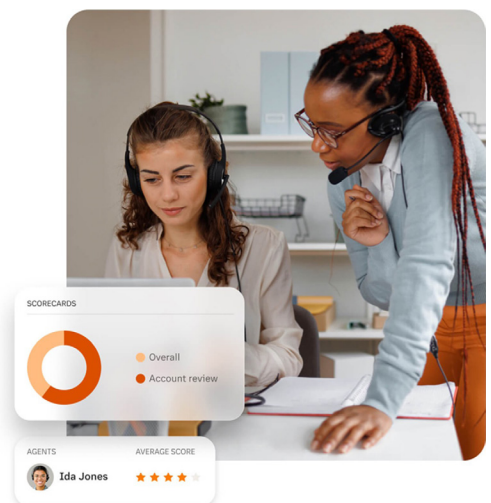
- AI-powered insights boost customer experiences and agent performance
- Agents can connect with customers on the customer's preferred channel, all from one platform
- Agents save time with call summary automation
- Quick and easy to deploy
- Easy to use
- Predictable and fixed-rate pricing to help manage costs

Providing a superior omnichannel customer service experience

The AT&T Office@Hand Contact Center add-on feature is an AI-powered customer service solution for companies of all sizes. With AT&T Office@Hand Contact Center, you can quickly modernize your contact center to provide superior customer service across all channels. By optimizing everyday agent and supervisor tasks, you can improve contact center performance and employee and customer satisfaction, while ensuring cost savings.

The AI difference

AT&T Office@Hand Contact Center applies AI to every contact center customer interaction for smarter, more efficient operations. Near real-time assistance helps agents deliver a personalized response based on a customer's past communication history and current concerns. This automated assistance gives agents intelligent prompts to quickly find the information they need. The end result is higher first-contact resolution rates and satisfied customers.



AT&T Office@Hand Contact Center provides superior customer service.

Reduce repetitive tasks to save time

Agents no longer need to transcribe or summarize calls – it's done automatically. AT&T Office@Hand Contact Center automates these, as well as other routine workflows, all from one platform. This gives agents time to concentrate on more meaningful tasks. Over time, providing the opportunity for more customer-focused activities helps increase customer satisfaction levels and agent performance ratings.

Interactive Voice Response (IVR)

With IVR, you can plan simple customer journeys to boost operational efficiency. AT&T Office@Hand Contact Center includes an intuitive IVR flow designer that helps you reduce wait times, speed up call resolution, and help customers solve issues on their own.

Analytics for valuable insights

AT&T Office@Hand Contact Center gives you a unified view of your voice and digital performance via live and historical dashboards and reports. Analytics provide valuable insights into the customer experience. With out-of-the-box reports and dashboards, you can quickly track common key performance indicators (KPIs) across all channels and teams.

Supervisors can also use highlights from automatically generated transcripts and summaries to improve agent performance. After intuitive AI identifies areas for improvement, supervisors can coach new agents or make recommendations to improve the effectiveness of the customer service staff as a whole.

Get up and running fast

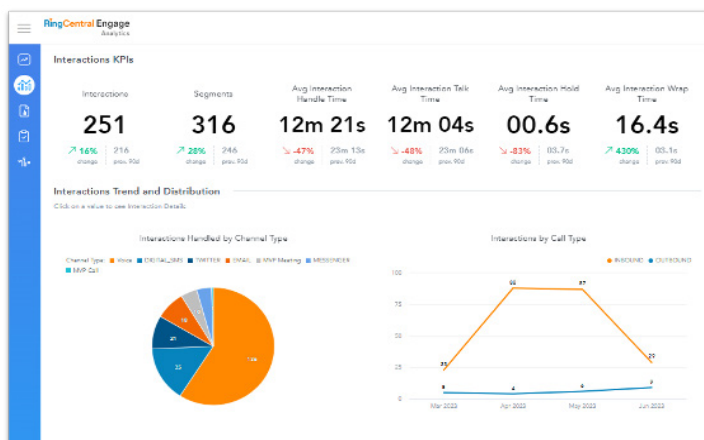
AT&T Office@Hand Contact Center lets you deploy your contact center in a matter of days, even minutes. Pre-built roles, templates, and configurations make it easy to get up and running fast. AT&T Office@Hand Contact Center integrates fully with your existing customer relationship management (CRM) tools and systems, including Salesforce, Zendesk®, Microsoft Dynamics 365, ServiceNow®, and Hubspot.

Dollars and “sense”

There are no hidden costs. One simple price for the AT&T Office@Hand Contact Center feature includes unlimited minutes. You no longer have to worry about tracking endless add-ons or a-la-carte options. And you'll have access to a complete set of AI-powered capabilities.

One add-on feature is all you need

The AT&T Office@Hand Contact Center add-on feature gives you an opportunity to quickly modernize your call center operations. AI technology opens the doors that lead to higher first-contact resolution rates and satisfied customers. Through quality control analytics and accelerated workflows, you'll help lower the total cost of ownership (TCO) for your call center. It's all you need.



Why AT&T Business?

See how ultra-fast, reliable fiber and 5G connectivity protected by built-in security give you a new level of confidence in the possibilities of your network. Let our experts work with you to solve your challenges and accelerate outcomes. Your business deserves the AT&T Business difference—a new standard for networking.

Contact your **AT&T Business representative** or learn more about **AT&T Office@Hand**.

© 2024 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T logo and all other AT&T marks contained herein are trademarks of AT&T intellectual property and/or AT&T affiliated companies. All other marks are the property of their respective owners. | 3489558-091924