

# Revolutionize Agent Training with Generative AI



Crafting a seamless customer journey remains the top priority of contact center leaders in the dynamic CX landscape. Achieving this goal begins with having a team of well-trained agents who are prepared to resolve customer issues from day one.

While the push towards self-service and automation through chatbots has gained traction in handling basic customer queries and reducing agent workload, a new approach of an agent copilot has emerged to contextually assist agents to deliver accurate and guided support.

Handling complex interactions: Our solution transcends these two strategies by employing a comprehensive approach that leverages generative AI to enhance agent performance, and address the challenges associated with more complex interactions. Our unique approach tackles the challenges of identifying and hiring the right set of agents, and training them with Generative AI-powered methods, ensuring that complex customer queries are handled efficiently.



## Agent Training Best Practices

The current manual training approach for agents involves a comprehensive curriculum spanning several weeks. This includes foundational, product, and on-the-job training, all of which contain practice (mock) conversation sessions that account for nearly 40% of the total program. This highlights the importance of enabling agents with multiple practice sessions, in a realistic setting before they begin interacting with customers.

A well-trained tech-enabled agent maintains speed to proficiency with the help of an AI coach, understands the customers, and is highly responsive towards them. This contributes both to productivity and profits for the company.

## Agent training best practices include:



Accelerate agent onboarding for readiness in domain, process, soft skills



Create agent ready reckoners for quick reference during conversations



Auto-score conversations for personalized agent coaching



Enable continuous on-the-job training for new intents and scenarios

## Tailored Solutions for Diverse Industries and Clients

From tailored training curriculums to personalized workspace configurations, our solution is designed to adapt to the unique needs of each client:



### Sales Effectiveness

Training on critical sales skills, enabling agents to navigate complex sales scenarios, close deals, and drive revenue growth.



### Service Excellence

Focused training on empathy, problem solving and other soft skills for driving better CSAT, and long term customer loyalty.



### Customized Training

Training materials and simulations for specific client needs and preferences.



### Dynamic Adaptation

Training content and simulations adjusted based on real-time feedback and evolving customer trends.



### Linguistic Variation

Incorporation of regional and linguistic variations into simulations, preparing agents for diverse customer interactions.



### Measurement and Insights

Analysis of individual learning patterns, and performance metrics to deliver personalized coaching.

## Contact-center Ready Agents from Day One

- Goal-directed conversation simulator for agent training
- Overcome seasonal spikes with unlimited conversation access
- Self-serve modules and response-ready templates for agents
- Personalized training for effective QA coaching
- Continuous on-the-job training on new intents and emerging scenarios
- Real-time scoring mechanism
- Evaluate multiple agents concurrently by bot and trainer



**Generative AI-Powered  
Agent Training - Even  
Beyond The Training  
Room**

## [24]7.ai's Unified Approach to Agent Training

We have developed a unified model, powered by Generative AI, that helps scale up the agent training for the ultimate outcome of great experiences and high customer satisfaction.

Our solution leverages AI-driven simulations and feedback mechanisms, to create a tailored learning experience that accelerates skill development, improves agent efficiency, and ultimately enhances customer satisfaction. Our model helps leverage generative AI along with [24]7.ai's operational excellence, and tech and Conversational AI expertise:



### Conversation Generation

Scale onboarding by creating an immersive and contact center agent training experience by giving them unlimited practice scenarios with diverse visitor persona, context, sentiment, etc. for risk-free practice, ready reckoners and more.



### Conversation Evaluation

Evaluate conversations in real-time and auto-score them to spot the gaps and customize training needs for every individual agent. Agents receive performance metrics based on predefined criteria, including CSAT, NPS, and post-chat surveys, aiding progress tracking.



### [24]7 Copilot

Empower agents with smart recommendations, next best actions and responses, based on Aggregated information from various sources, including knowledge bases, FAQs, and articles, all in one place.



### Conversation Summarization

Outline every conversation and arm your agents with quick access to your customer's intents, outcomes, issues, sentiments, and other signals.

## [24]7.ai Scenario Story

In the course of a daily interaction, here is how our solution can impact: The simulated visitor will mimic the persona, query type, context, and sentiment of a typical visitor. In tandem [24]7 Copilot will leverage LLMs and recommend the next-best response. It will ingest documents, knowledge base articles to be generated, visitor response recommendations, and contexts for LLMs. The conversation evaluation will score the conversations to rate agents and identify training needs to effectively coach them and improve customer experience. The conversation summarization automatically extracts and provides key points and takeaways from each interaction. This gives agents a clear picture of customer intents, outcomes, issues, and sentiments - freeing them from manual tasks and note taking, enabling focused engagement with customers.



### Contact us

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### About [24]7.ai

[24]7.ai is a global leader of Customer Experience (CX) solutions and services and a trusted partner to the world's leading brands for over two decades. Always at the forefront of CX innovation, [24]7.ai transforms Customer and Employee experiences through its world-class AI-powered Contact Center products. Leveraging deep operational expertise and advanced AI capabilities, [24]7.ai bridges the CX gap, enabling businesses to deliver consistent, proactive, and hyper-personalized experiences to every customer, every time.