



# Cytrack Web Chat & AI



ISO 9001  
QUALITY



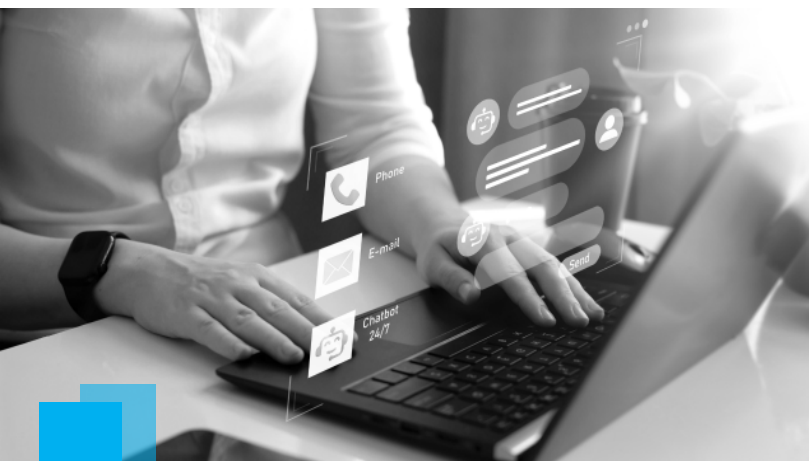
# Web Chat & AI

## Conversational AI powered contact centers enable better agent and customer experiences

Our CyCX Chat Agent Assist with AI supports and complements your human agents. Whatever the communication channel (WhatsApp, SMS, or CyCX live chat) used for customer support, the information an agent needs to serve the customer is delivered to their screen instantaneously, without them having to search for it.

CyCX Chat Agent Assist also provides additional resource capability to complement human agents, providing customers with a

personalized, quick and accurate service at scale, when and where the customer wants. Our conversational AI powered agent understands humans, is available 24x7, and is able to respond to customer queries faster than any human is capable.



## Delivering on your customer promise

Helping agents help customers.  
Bringing together conversational AI solutions and the human touch.

# Web Chat & AI

Increase efficiency and productivity with solutions that support agents

**64%** of customer service agents who utilize AI chatbots are able to spend most of their time solving difficult cases



Virtual customer assistants help organizations reduce call, chat, and email inquiries by **70%**.

**Gartner**

**57%** of executives said that chatbots bring significant ROI with minimal effort.

**accenture**



The right information is provided automatically to the agent when they need it



Automatic triggers for handover to a human agent with agreed rules.  
Complete conversation history handover from virtual agent to human agent



Agents focus on high value and rewarding interactions, with automation taking care of repetitive time consuming requests



Virtual Agents are always online to assist customer (24x7)



Human agents automatically presented with responses found in virtual agent knowledge base as customers ask questions



Agent empowered with options to either respond with answer suggested, edit answer or provide different answer