



## AI Supervisor Assist

Equipsupervisorswith real-time insight and tools to act when it matters most.

What if your supervisors didn't have to wait for a call to end to know something was going wrong? What if they could see live customer sentiment, follow the conversation as it's happening, and give agents feedback in the moment?



### AI SUPERVISOR ASSIST

Uses real-time AI to make that possible. It continuously analyzes live calls, surfaces key insights such as sentiment and conversation topics, generates running summaries, and gives supervisors the option to intervene with a click.

On the queue dashboard, supervisors can view **Real-time AI Insights** on the Active calls tab.

At any point during the interaction, supervisors can search a **live call transcript** by clicking on the Transcript button.

**Live, evolving sentiment** helps supervisors know when to step in—whether to address an issue or acknowledge strong agent performance.

Supervisors see **live call topics with sentiment** to quickly assess conversation focus and urgency.

The screenshot displays a supervisor dashboard with the following components:

- Queue Dashboard:** A table listing active calls for 'Sales: New York'. The table has columns for Agent, Calling number, Caller's name, On hold, and Call duration. The first row shows Lars Timon with a call duration of 02:26.
- Live Transcript:** A pop-up window showing a real-time transcript of a call. It includes a search bar and a conversation between a customer (C) and an agent (A) discussing diagnostic tests for chest pain.
- AI Supervisor Assist:** A panel on the right showing a sentiment gauge (green to red) and a summary of the call. The summary lists 'Chest pain', 'Shortness of breath', and 'Cardiac issues'.
- Agent Profile:** A card for 'Lars Timon' showing he is 'Busy on call' for 00:58.

Supervisors can preview what's happening with **real-time summaries** before deciding to monitor or join.



## REAL-TIME AWARENESS

Supervisors don't have to wait for reports. They can see exactly what's happening across queues and calls while it's happening so they can prioritize which calls need attention, understand context without delay, and step in early if needed.

- Track sentiment for every interaction in a queue as they evolve throughout a call.
- Monitor queue health and hold times across teams.
- Preview running AI summaries to quickly assess a conversation.
- Open a live transcript to see what's being said in real time.



### LIVE COACHING AND SUPPORT

AI Supervisor Assist gives supervisors multiple ways to help agents during live interactions, without disrupting the customer experience.

- Whisper suggestions directly to agents.
- Send quick guidance via chat in Unite.
- Join the call if more direct support is needed.



### SMARTER TEAM MANAGEMENT

AI Supervisor Assist pairs with AI Agent Evaluator to give supervisors real-time awareness during calls and deeper insight after they end.

- Use custom scoring templates to follow up on live coaching for feedback.
- Auto-assign evaluations when keywords or phrases appear.
- Review and resolve feedback with agents through a shared evaluation view.

### WHAT'S THE ROI?

Even one avoided escalation per day can potentially make a big impact.

**\$50** Per avoided escalation  
(based on saved time, fewer discounts, and better resolution)

**×20 Business days**

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**= \$1,000/month in value**

*AI Supervisor Assist helps supervisors work smarter, respond faster, and improve performance while the call is still happening.*

QUESTIONS? CONTACT US TODAY!