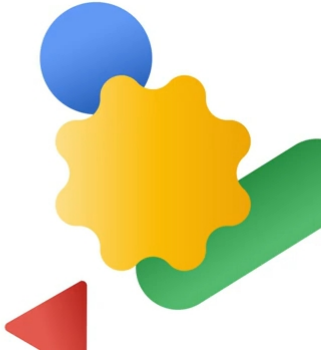
Planning for Agent Assist



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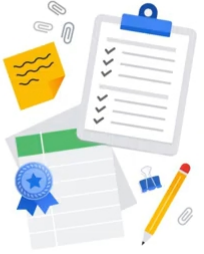

Agent Assist

AI empowers human agents to be more productive and provide better service, by providing in-the-moment assistance.

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Architecture: Agent Assist

What decisions need to be made?

- What Agent Assist features will be used?
- How will input **chat** or **audio** be sent in to Agent Assist?
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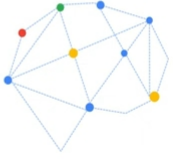

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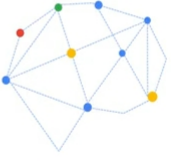

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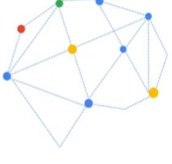

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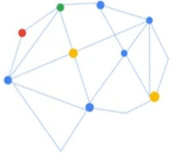

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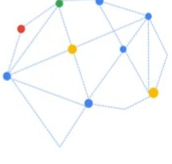

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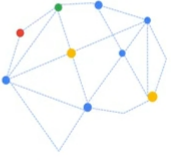

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Agent Assist features

Agent Assist Gen AI Features

01 Smart Reply and Smart Compose

02 Generative Knowledge Assist

03 Baseline LLM Summarization

04 Sentiment analysis

05 Live transcription

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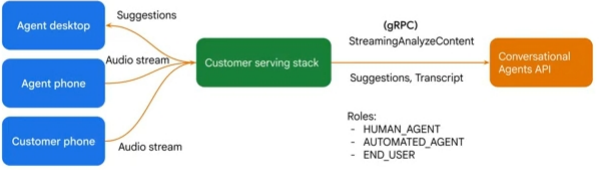
Voice Integration using gRPC (2 of 4)



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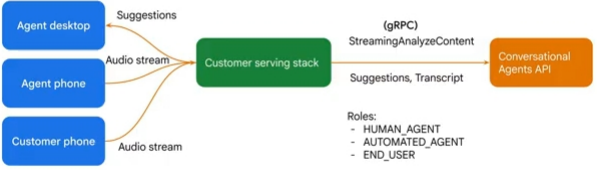

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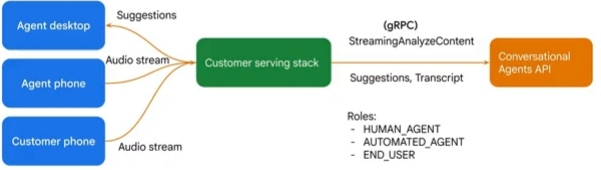

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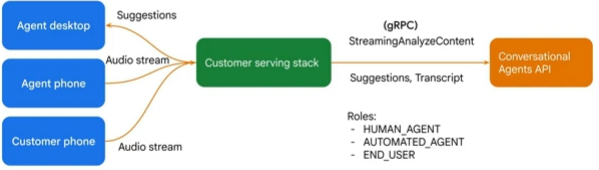

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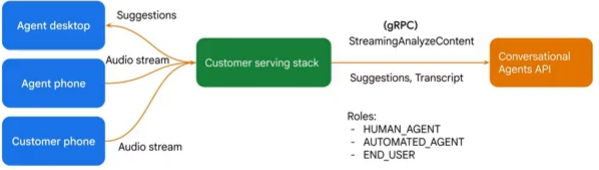

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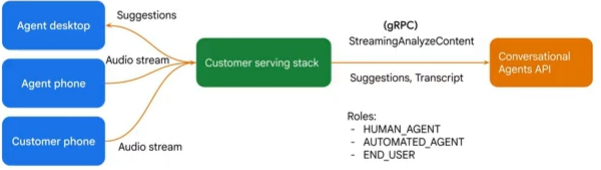

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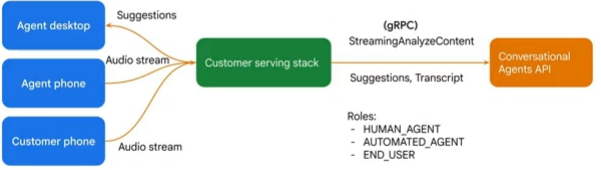

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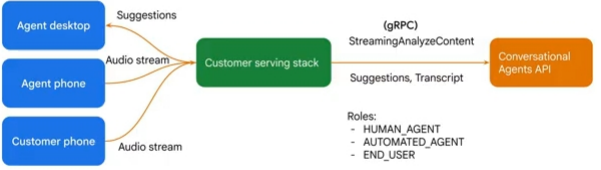

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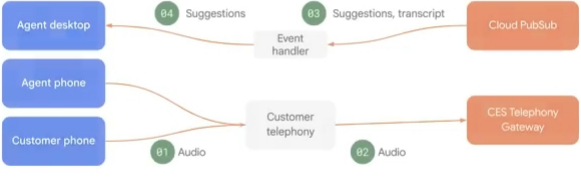

Integration streams: 01 and 02: Ingress streams to CES / 03 and 04: Egress stream from CES to Agent desktop.

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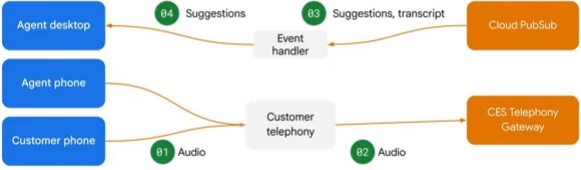

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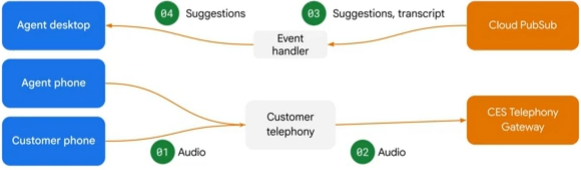

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Use SIPREC to minimize Agent Assist latency (4 of 4)

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