



# Sidekick Voice

Frictionless customer experience on voice

Your customers call when it matters most — give them instant, personalized support with Sidekick. It harnesses the power of generative AI and the deep customer insights and lifelong conversation history Gladly is known for to deliver truly personalized support on voice.

Whether answering questions, taking action, or handing off to a live agent, Sidekick provides effortless, human-like support at scale — now on voice.



## Instant support, zero hold times

Your customers shouldn't have to wait on hold. Sidekick expands your team's capacity by handling queries, freeing agents to focus on what matters most: delivering high-impact, personalized service.



## From questions to completed actions

Why just answer when you can resolve? Sidekick doesn't stop at providing information; it takes action, handling everything from refunds to reservations so customers get what they need fast.



## AI-powered conversations that feel natural

Say goodbye to robotic, clunky voice interactions. Sidekick listens, adapts, and responds seamlessly by handling interruptions, filtering out background noise, and keeping conversations flowing effortlessly.



## Seamless follow-up via SMS

Sidekick keeps the conversation going even after the call. If more details are needed, it automatically follows up via SMS — sending order tracking links, confirmations, or status updates — so customers always stay informed.



## Effortless, context-rich agent handoff

AI can handle a lot, but sometimes, a human touch makes all the difference. Sidekick seamlessly escalates conversations to agents with full context, eliminating repetition for customers and empowering agents to resolve issues faster and more efficiently.



## Future-proof by design

Sidekick Voice is designed to be modular, allowing it to quickly adapt to emerging voice technologies and ensure your support is on the cutting edge.

**Join our early access program and see how Sidekick Voice can transform your customer experience.**

**Reach out to our team to learn more.**