Executive Overview

Assembled delivers the first comprehensive support operations platform built for today's omnichannel environment, combining workforce management, BPO vendor management, and AI automation for Etsy, Stripe, Robinhood, and hundreds of leading organizations. By providing unprecedented operational visibility and seamlessly integrating AI, Assembled enables enterprises to provide exceptional customer experiences, transforming their support operations from cost centers into strategic revenue drivers.

Product & Service Offerings

- Support Operations Platform

- Workforce Management (WFM)

- BPO Management (Vendor Management)

- Omnichannel AI Agent and Copilot (Assist AI)

Sales Engineer Take On Best Fit

Assembled is a workforce management and AI platform for customer support operations. Their platform serves as a 'mission control' for support operations, integrating WFM, BPO management, and AI-powered agent assist capabilities as well as virtual agents.

John Paullin - Field Sales Engineer UCaaS, CCaaS

Key Features & Differentiators

Setting the standard for enterprise support operations in workforce management, BPO management, and AI Assist automation
Differentiators include:

End-to-end AI-powered support operations, including omnichannel scheduling and forecasting, BPO management and billing reconciliation, AI agent copilot and automation, real-time adherence and performance tracking, comprehensive analytics and reporting. Seamless integration with all major CCaaS and help desk contact platforms, along with an open API to integrate with any other tools.

Benefits include:

- Flexible operations

- Supports any combination of internal teams, BPOs, and AI automation

- Configurable to any channel mix or business model

- Adaptable to changing support needs

Usage-based optimization

- Real-time visibility into resource utilization

- Data-driven staffing decisions

- Automated workload allocation across teams

Enterprise-grade platform

- SOC 2 Type II certified

- Global availability

- API-first architecture

- GDPR compliant

- SSL Labs Rating A+

- Custom user roles and permission

Top Industries Served

- Financial Services
- Healthcare
- Retail & Consumer Products / eCommerce
- Other

Ideal Customer Profile

Primary Target Prospect: Digital-first mid-market and emerging enterprises

- Discerning, customer-centric organization (50-5000+ agents) transforming their omnichannel support operations through integrated workforce management, vendor orchestration, and AI automation Companies balancing internal and outsourced teams across multiple channels (email, chat, social, voice), particularly those managing moderate-complexity cases

- Potential signals: Utilizing cloud-based CCaaS alongside help desk CRMs (Zendesk, Salesforce, Intercom, etc). Outsourcing through BPO vendors. 24/7 support or multiple time zones. Multiple support channels

Primary Target Prospect: AI-forward, modern support organizations

- Enterprise or high-growth companies in eCommerce, fintech, SaaS, healthcare, or marketplaces seeking unified visibility and automation across their support ecosystem

- Companies ready to move beyond traditional tools to implement data-driven decision-making and AI-powered efficiency while maintaining high-quality customer experience

Qualifying & Technical Questions

- What is your current approach to managing support operations across channels? What tools & processes are you using today for scheduling, forecasting, & performance tracking?

• How are you currently handling the balance between internal teams and BPO vendors? What visibility do you have into vendor performance and billing reconciliation?

• Is there a specific catalyst driving your evaluation of new solutions (rapid growth, rising costs, service level challenges, new channels, BPO expansion)?

• How does your organization view AI adoption in support operations? What automation initiatives are you currently exploring?