

## Executive Overview

<https://www.thelevelai.com>

- 150+ Employees
- Headquarters: Mountain View, CA
- Our mission is to revolutionize the customer experience in the contact center through the power of advanced AI technologies.
- Customers in N. America, Asia, UK & EMEA

## Product & Service Offerings

- Automated Quality Management
- Analytics & Customer Intelligence
- Voice of the Customer
- Live Agent / Manager Assist
- Screen Recording
- Knowledge BOT

## Sales Engineer Take On Best Fit

Level AI offers fully-automated customer service coaching, quality assurance, and business analytics capabilities. Additionally, their platform has a variety of agent assist features, including suggested answers to customer responses.

- John Paullin, Director of Sales Engineering, UC/CC/AI

## Key Features & Differentiators

- 10-100X better results based on proprietary semantic engine
- Proactive categorization, concern insights. Which provide unmatched Voice of the Customer insights.
- Our AI-powered automation allows you to set workflows for sampling conversations, sending push notifications to Slack channels, etc.
- Level AI has a fully scaled Screen Recording solution, dual screen. Support Mac, PC. PCI and PHI redaction using Computer Vision.
- Level AI has a simple and easy-to-use interface. You don't have to fumble around to look for the information you want. Everything

is laid in front of you.

- Level AI ships with universal scenarios that are pre-trained and are ready to use right out of the box. Users can get accurate results right from day one.
- Level AI automatically creates a summary for every conversation, makes it easy for context switching.

## Top Industries Served

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

## Ideal Customer Profile

- Various Customers
  - 1000 + Contact Center Agents Looking to automate QA and provide live Agent Assist
  - Working on Call Center “transformation” projects
  - Looking for the latest and greatest technologies, meaning they are innovative.
  - Looking to automate processes, and solve internal QA problems (e.g. keyword management). Improve Agent performance and efficiency.
  - Enterprise Customers 300 - 1000 Contact Center Agents
  - Mid-Market Customers 50 - 300 Contact Center Agents
- Vertical Markets
  - Finance & Insurance
  - Retail
  - Healthcare
  - Travel

## Qualifying & Technical Questions

- How do you pick interactions to review?
- What percent of your calls are reviewed per month?
- How long does it take to review a session typically?
- What is the main reason your customers contact you?

## Elevator Pitch

Level AI's omni-channel customer intelligence platform automates your quality assurance programs and provides advanced contact center analytics, personalized agent coaching, and real-time agent assistance. The power of Level AI resides in its cutting-edge semantic engine that leverages NLU (Natural Language Understanding) to monitor and analyze 100% of your contact center conversations across all channels.

## Objections & Rebuttals

**How can we be sure that AI will genuinely enhance efficiency and productivity without compromising the quality of our customer interactions?**

Level AI's suite of AI-driven tools is designed specifically to enhance both the efficiency and quality of contact center operations. Utilizing products like AI - Powered Agent Assist, Advanced Call Analytics, Automated QA and Voice of the Customer insights.