

SUPER POWERS FOR YOUR CONTACT CENTER SUPERHEROES

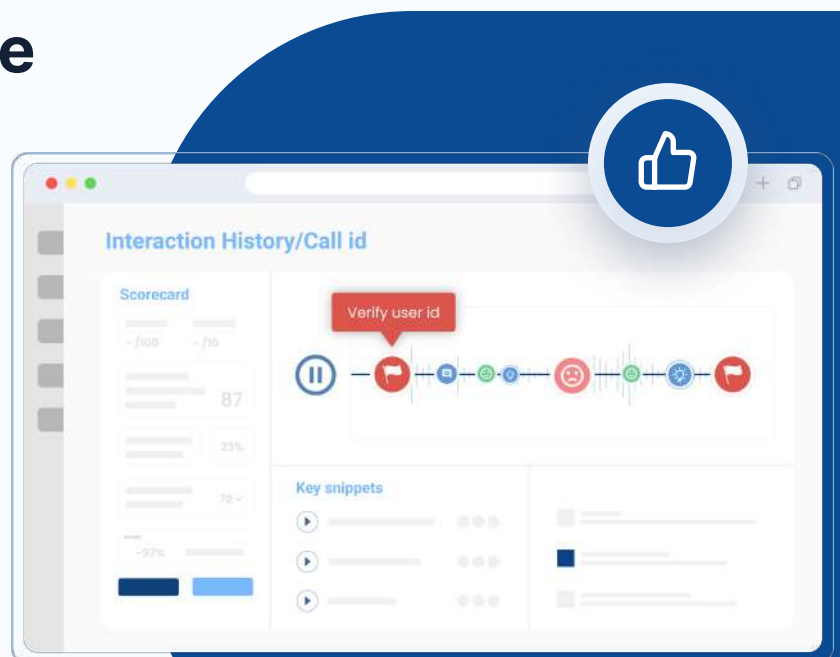
Level AI brings conversational intelligence into the modern era. Our semantic intelligence engines drive automated quality assurance, advanced analytics, and real time agent assistance for your omnichannel contact center.

Trusted by Customer Service Leaders Around the World



Quality Assurance

- Automate scoring of 100% of conversations
- Easily identify the key moments of your most meaningful or negative interactions
- Initiate feedback loops and coach agents to better performance
- Complete call, chat, and email coverage



Analytics

- Detailed insights into your contact center trends and performance
- Integrate with existing CRM, data warehouses, and BI tools to seamlessly push or pull data between platforms
- Personal integrated dashboards for agents, QA, and Team Leaders



Agent Assist

- Decrease onboarding time, reduce AHT, and help agents handle hundreds of queries more efficiently
- Surface proactive hints, solutions, and support materials to agents in real-time
- Integrate with existing knowledge base systems to help agents solve problems faster, with more accuracy, and improve FCR

