

# THE POWER OF RPAS AT THE AGENT DESKTOP.



## What's different about RPAs created with nVoq Agent Assist Tools?

**They're designed for agents by agents.**

**They simplify agent workflow, in real-time.**

**They live on a PCI-DSS compliant, securely hosted cloud platform.**

**They don't come with an expensive price tag.**

**They're easy to deploy and don't require programmer support.**



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Reduced complexity. Productive agents.  
Happier customers.

**BEST OF ALL: POSITIVE ROI MEASURED IN WEEKS NOT MONTHS OR YEARS.**

Your contact center is the last mile to the customer, and your contact center agents are the ambassadors of your brand.

But with ever-growing transaction complexity, that last mile has become full of potholes and detours, making it harder and harder for your agents to deliver a quality service experience.

**It doesn't have to be that way.**

With Agent Assist from nVoq, contact centers can simplify repetitive, error-prone tasks. Unlike traditional "big iron" RPAs that work in the background, Agent Assist automations are used by agents in real time, "attended" fashion at the agent's discretion, or in an unattended mode, triggered automatically by a change in a data field.

**The results speak for themselves: shorter call handle time, reduced errors, increased compliance scores, operational consistency, and improved customer satisfaction.**

Agent Assist tools are simple to use and easy to implement. Automations are easy to configure, simple to use and can be deployed to thousands of agents in minutes. There is no application integration required for Agent Assist tools; they work directly with any CRM platform or knowledge base. This allows agents to quickly navigate applications, execute scripts, find, capture and copy information into multiple applications, and much more!

As a cloud based service, Agent Assist tools are IT friendly: no software to install or maintain, easily maintained within the center without the need for expensive consultants.

Unlike other products, Agent Assist tools are designed **by agents for agents**. Your contact center leaders won't have to hire programmers or wait weeks for expert support. Instead, harness the "natural intelligence" of your agent community who know best where the roadblocks are. With Agent Assist, that last mile to the customer can be a much smoother ride.

**Talk to us....**  
**[connect@nvoq.com](mailto:connect@nvoq.com) or call 1.866.383.4500**