SEGRA®

SkyVoice AI Capabilities

SkyVoice offers advanced artificial intelligence (AI) capabilities designed to help make businesses smarter, more productive, more efficient, and able to take better care of their customers.

AI Standard

Post Call Transcription
Automatically creates accurate, searchable transcripts of every recorded call. It saves employees time by handling call notes automatically, allowing them to stay focused during conversations.
- Transcription: A complete, record of everything said during the call.
- Sentiment Analysis: An instant read on the overall tone of the call.
- Topics: Key subject groupings from the conversation with sentiment applied.
- Summary: A concise recap of the call's main points.

Previous Call Summaries
AI delivers concise summaries of each call and provides users with a rolling history of prior interactions, so they can pick up where conversations left off.

AI Sentiment Analysis
AI Sentiment Analysis can gauge customer emotions to help the business identify and address potential areas of satisfaction or dissatisfaction for quick resolution. Keyword flagging alerts you to potential issues or requests, so you can review and resolve them faster.

Keyword Search
Find calls by topic, phrase, or concern.

Knowledge AI Assistant (manual)
Knowledge AI Assistant uses generative AI to make information instantly accessible, allowing users to ask questions and get answers directly within the UC app during calls and meetings.

AI Advanced

Live Transcription & Real-Time Insights
View call transcripts in real-time, with visibility into key moments and sentiment shifts.

AI Agent Assist (real-time)
AI Agent Assist listens in and proactively surfaces the right answers, scripts, or solutions, helping agents resolve issues faster. AI Agent Assist can also help handle initial customer chats, understands intent, and routes inquiries to the appropriate teams for complex issues and improved response times.

Automated Suggestions
Receive AI-driven recommendations for next best actions or responses.

AI Recap
Turn every call into an actionable recap with with outcomes, key topics, and follow-up steps.

AI Supervisor Assist
Provides supervisors with live alerts and coaching recommendations so they can engage when it matters most.

Let's create winning connections together.

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