SearchUnify®

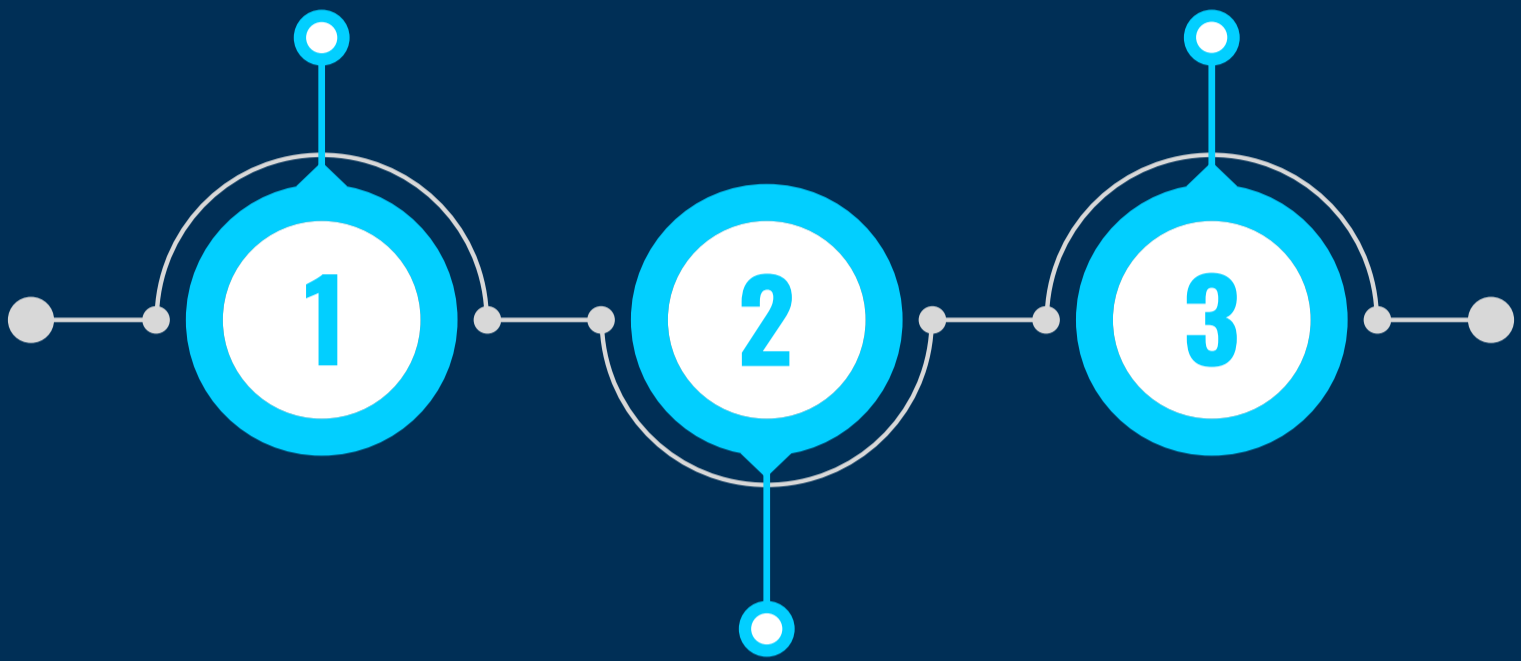# Case Summarization for Augmented Agent Productivity

Elevate agent efficiency with real-time, automated insights. Case summarization with Agentic AI simplifies support, so agents can focus on resolutions—not note-taking.

Data Collection
Scans case timelines, including customer interactions and agent responses.
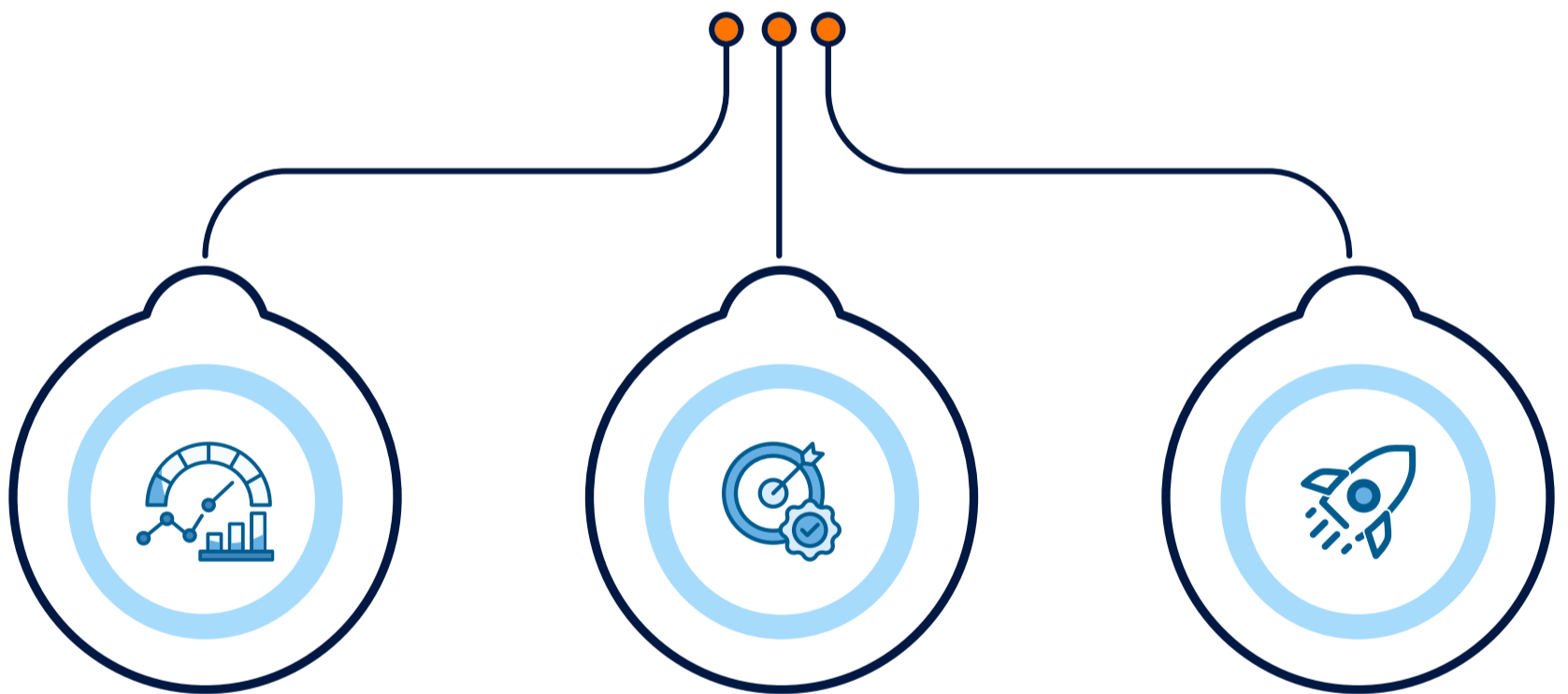
Delivery
Automatically generates a clear status update for agents.

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Summarization
Utilizes Agentic AI and LLM to create concise or detailed summaries.

Key Benefits

Boost Productivity

Improve Accuracy

Speed Up Resolution

DID YOU KNOW?

Automating case summaries can reduce note-taking time by up to 40% while improving first-response accuracy.

Unlock Seamless Agent Workflows

Empower your agents with case summaries that work for them. Explore how Agent Helper can transform your support.

Request a Demo