



AI Agent Knowledge

Powered by Synthetix



Contribute to user experience, not overall cost. Once live, your customer support agents will have a plethora of knowledge at their fingertips. No more lengthy on-boarding of new customer service agents! And, as we know the answers to most popular questions asked within most industries, we could save you hours in populating your Knowledge-base.

Knowledge-base software for the contact centre

Turn any call centre agent into a seasoned expert. The more your support staff know about your products and/or services, the faster and easier they can support customers. Synthetix AI-powered Knowledge-base software can help slash agent training times and dramatically reduce the average cost per call, allowing agents to create, manage, search and share information through a user-friendly agent desktop or web interface to accurately and quickly help resolve customer queries.

Key features

Purpose built for the contact centre

AI-driven Synthetix Agent Knowledge-base is user-friendly, logical and practical with a full-screen interface. This includes operator capabilities such as note-taking, internal promotional tabs, latest news tabs for quick viewing, and a customisable interface to add or link to internal information.

Super-powered Natural Language Processing

Our Sentience AI powered Agent Knowledge-base software offers the fastest possible results from operator searches with the database checked on

Key Benefits

40%

Average drop in customer service call handling times. - Synthetix

30%

Reduction in agent training times. - Synthetix

54%

Increase in agent efficiency with the Agent Knowledge-base suggesting relevant answers, optimising the time and accuracy needed to resolve customer queries. - Synthetix

Please contact us to book a free demonstration.





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every key press. Four layers of sophisticated linguistic search technology ensures the best and most popular search results appear first.

Seamless integration, escalation and collaboration

The Synthetix Knowledge-base system effortlessly integrates with other Synthetix services, such as live chat and Intelligent Web Form, enabling frictionless and efficient escalation to appropriate live contact channels. Internal messaging and agent collaboration features deliver incredible contact centre efficiencies.

Detailed reports and analytics

Keep track of all your agents' customer support interactions with comprehensive built-in tools for reporting and administration. View where knowledge needs to be enhanced with agent feedback reports. See how different contact centre operatives use data within the Knowledge-base to show what customers are asking over the phone which often differs from online questions and topics of most interest and access real-time authoring tools to empower agents to contribute solution content as they resolve queries.