

Deepdesk

Agent Assist

Real-Time AI Inside Every Conversation.

Deepdesk Agent Assist supports human agents during live customer interactions across voice, digital and email channels.

By analysing intent, context and customer history in real time, it surfaces the right knowledge, next-best actions and automation directly within the systems teams already use.

Designed to integrate seamlessly into complex enterprise environments, it scales across teams, systems and channels.

The result is shorter handling times, improved consistency and more confident agents.

Trusted by Leading Enterprises

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What Agent Assist Delivers

Knowledge Assist

- Surface approved answers instantly based on intent and conversation context.

Intent Detection and Next-Best Action

- Guide agents with contextual recommendations in real time.

Response Drafting

- Generate accurate, compliant replies using approved content and best practice.

Autocomplete

- Accelerate responses with smart, in-line suggestions.

Coaching and Guidance

- Support agents in complex or high-value interactions.

Upsell and Cross-Sell Intelligence

- Identify relevant commercial opportunities during live conversations.

Task and Workflow Automation

- Trigger updates and actions without leaving the interaction window.

Conversation Summaries and Language Support

- Automatically generate structured summaries and enable live translation across channels.

Designed to Integrate

Deepdesk Agent Assist integrates seamlessly with existing CX and CRM platforms and is built to scale across complex enterprise environments.

Ready to Elevate your CX?

See Agent Assist in action.

Book a personalized demo at anywhere.now/deepdesk

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