

# Delete Wrap-Up time with AI

## Automatic notes and summaries

Your teams are investing hours each week handling repetitive follow-up activities on every written and vocal channel.

**42%** *Invested work time* writing notes, summaries, listening to recording to create crm-ready content

Source: McKinsey.com



## AI Transcription & Summarization

Built to eliminate post-interaction tasks, our **AI Suite** automatically turns every conversation into structured, actionable insights.

Disposition  
Select Disposition

Note

**Reason for Contact**  
The customer experienced slow internet speed for several weeks, making it difficult to use the internet effectively. They were consider

**Outcome**  
The agent offered to upgrade the customer's internet tier for free for one month to address the slow internet speed. The customer accepted the offer.

**Next Steps**

- The agent needs to upgrade the customer's account to the next tier.
- The agent should inform the customer about the upgrade and confirm the changes.
- The agent should check in with the customer after a month to see if the issue is resolved and if they are satisfied with the upgrade.

### **Instant insights** →

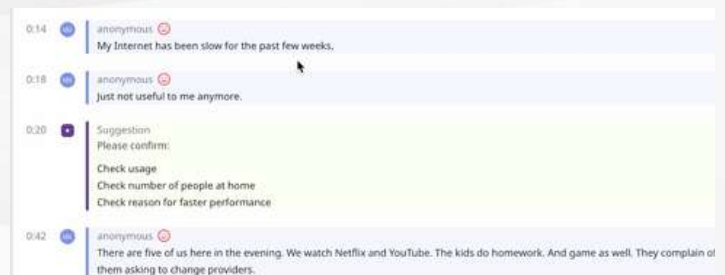
Get instant summaries, define next steps in seconds.

### **Ready-to-use Outputs** →

Automated follow-ups activities.

### **CRM-ready data** →

Send standardised insight directly to CRM.



**you decide**  
what to show

**AI proceeds**  
**with automation**

Reason for Contact, next-step  
e so much more. All in your  
hands.

Name	Prompt
Reason for Contact	What was the customer's reason for reaching out? <small>Symbols: 48/255</small>
Agent Helpfulness	How helpful was the agent to the customer? Did they answer all the customer's questions and concerns? <small>Symbols: 101/255</small>
Outcome	What was the result of the contact? <small>Symbols: 35/255</small>
Next Steps	Clarify the next steps following this conversation. It would be helpful to know what actions are required or expected moving forward. <small>Symbols: 133/255</small>

*No technical knowledge needed to set up the features.*

## Some Use Cases



### Healthcare

AI automatically listens and selects only the information that is truly important for the doctor and the healthcare facility.

It recognizes the names of medications taken or mentioned and immediately assesses the severity of the situation.

It creates a clear, clean summary already divided into sections, ready for the CRM/ERP system.



### E-commerce

AI categorizes the reason for the contact (size exchange, defective or incorrect product).

Recognizes the issue reported by the customer and determines the best solution to resolve the request quickly.

It creates a clear note for the CRM, also indicating the next steps to follow, such as a refund or shipping a new item.



### Automotive

AI identifies the mechanical problems reported by the customer during the interaction.

It recognizes issues like suspicious noises mentioned and automatically selects the critical areas of the vehicle that need to be checked.

It creates the exact checklist that the technicians will need to perform in the workshop.