

## Sure AI Assistant

Transform the customer experience and your internal operations with an always-on, AI-powered assistant

**40%** lower operational costs

**60%** of support calls automated

**80%** of claims FNOL automated

Unlock opportunities with a complete, conversational AI suite

Supported channels  
Voice, chat, text, email

Supported devices  
Desktop, tablet, mobile

Human-like interactions  
Human sounding voice, multi-lingual, < 1 second latency

Real-time Agent Assist  
Recommends next best action, sentiment analysis, and call summarization

### Top 4 reasons customers choose Sure AI Assistant...

#### Elevate the customer experience

- Increase customer retention with a modern, digital experience powered by AI that enables your customers to interact with your business rapidly
- Gauge customer sentiment at the end of the conversation with built-in sentiment analysis

#### Respond faster with AI

- Create enhanced customer interactions that resolve their problems by injecting LLMs into workflows
- Reduce average handling time and propose next steps using real-time, AI-powered agents that mimic a human

#### Drive operational efficiency

- Boost employee productivity with AI agents designed to replace and automate their manual work
- Automate high volume, low touch customer activities including FNOL, status updates, policy support, FAQs, and more

#### Scale seamlessly

- Handle increased call volumes, even during disasters, with scalable AI
- Enable a smooth user experience by handling multi-language and multi-channel interactions

