



Call Center Helper

The Agent of the Future.

October 28th 2021

Reshaping the role of the contact centre agent.

Job Description:

Your tasks will include:

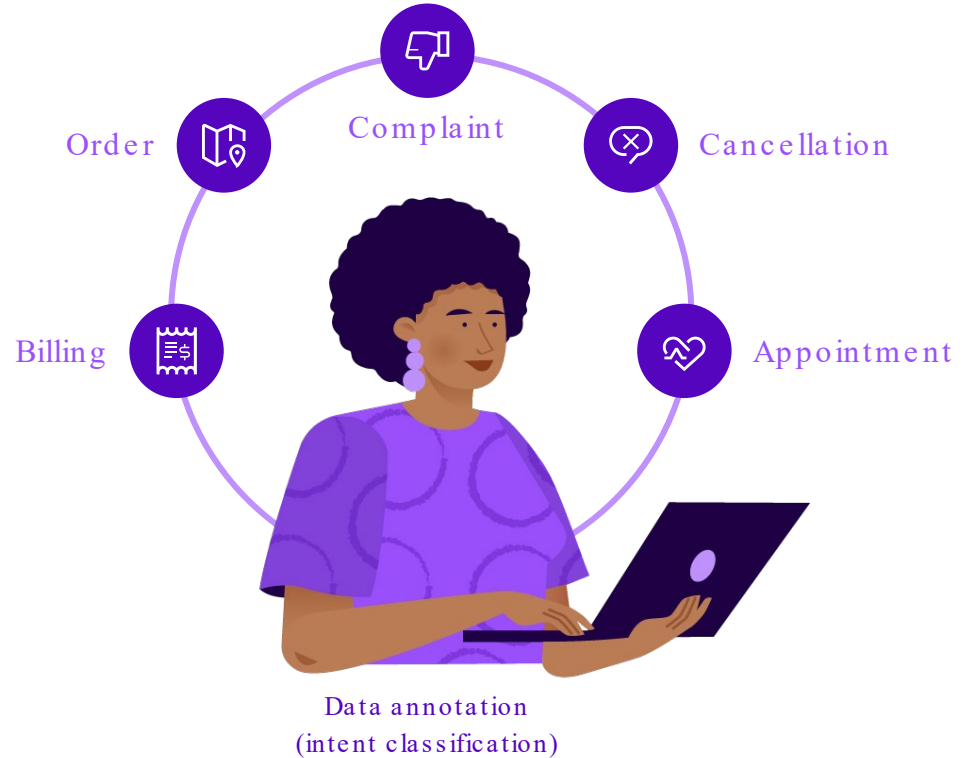
- Apply customer service expertise to train AI models.
- Curate AI data set.
- Update AI training data.
- Fine-tune accuracy of AI models.
- Recognise AI training data gaps.
- Data labeling.
- Quality check data labelling suggestions.
- Manage continual AI training within contact centre workflow.
- Authoring knowledge base answers.
- Configure automated virtual agent flows.



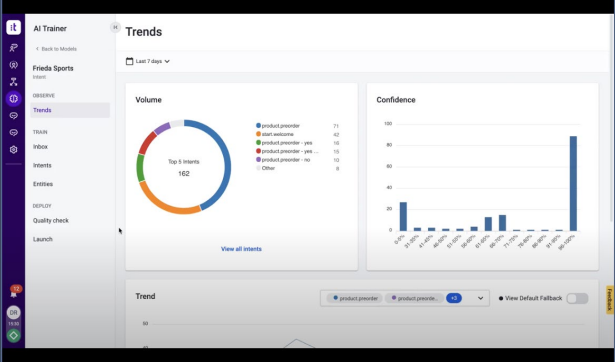
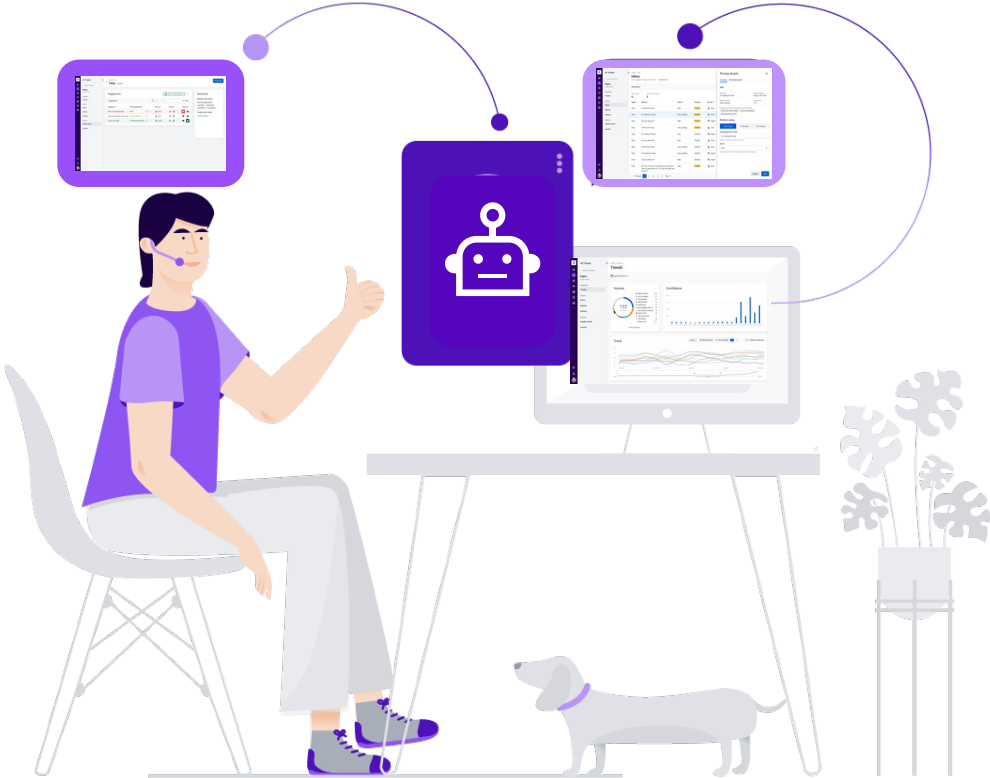
Customer service
AI training manager

Labeling data needs human action, but not a task for data scientists.

Contact centre staff can label AI data.



Using non -technical staff to operationalize AI.



Human-in-the-loop technology enables agents to train AI.

- Empower non-technical staff (agents & supervisors) to train AI with no-coding.
- No need for professional services e.g. data scientists.
- Easily maintain and fine-tune the accuracy and predictive power of AI.
- Resolve more customer cases through accurate AI-powered automation.
- Fine-tune AI-powered agent assistance tools

The screenshot shows the 'AI Trainer' interface for 'Flights - Deploy'. The 'Quality check' section is active, displaying a table of 16 items. The table columns are: Transcription, Priority, Overall agreement, Last update, and Status. The items are as follows:

Transcription	Priority	Overall agreement	Last update	Status
▶ 'I have a complaint: I didn't get my restore miles'	Normal	3 suggestions 55%	Dec 10, 2020, 10:00 AM	Needs review
▶ 'what's the maximum wait of the luggage that I can take'	Priority	5 suggestions 75%	Dec 10, 2020, 10:00 AM	In review
▶ 'maximum size of soon wage allowed'	Normal	4 suggestions 45%	Dec 10, 2020, 10:00 AM	In review
▶ 'Hi, I would like to know if you can have a will share available for a traveler'	Normal	2 suggestions 55%	Dec 10, 2020, 10:00 AM	Reviewed
▶ 'can I ask for assist at once in the airport?'	Normal	6 suggestions 75%	Dec 10, 2020, 10:00 AM	Needs review
▶ 'can you book me a flight from lex to jay if from 12th to 15th economy please'	Priority	1 suggestion 45%	Dec 10, 2020, 10:00 AM	Needs review
▶ 'book flight unless class'	Priority	3 suggestions 75%	Dec 10, 2020, 10:00 AM	Reviewed
▶ 'I want to book a flight to moon buy'	Normal	4 suggestions 75%	Dec 10, 2020, 10:00 AM	Rejected
▶ 'book flight for tomorrow from may to Barcelona'	Normal	2 suggestions 55%	Dec 10, 2020, 10:00 AM	Reviewed
▶ 'book me a flight to New York tomorrow after moon'	Normal	1 suggestion 45%	Dec 10, 2020, 10:00 AM	Normal

Operationalizing AI: how Talkdesk AI Trainer works.

