

# Boost client friendliness using AI

advisor helps agents to perfectly answer customer requests, boost client satisfaction as well as productivity KPIs. Learn more at [advaisor.io/FUSE](https://advaisor.io/FUSE)



## Key benefits



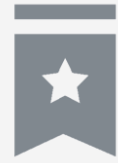
### Increased first contact resolution (FCR)

- Positive impression
- Customer loyalty
- Free-up agent time



### Lowered average handling time (AHT)

- Cost reduction
- Less repetition
- Lower operations



### Increased customer service quality

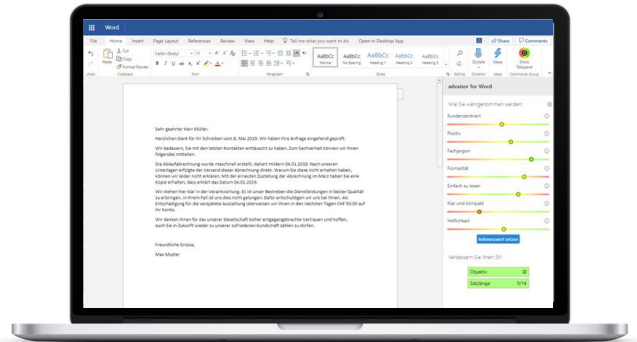
- Fewer mistakes
- Clearer processes
- More measurability

## Review and improve your templates

- ✓ Customize **quality definition** (e.g. preferred words)
- ✓ **Software-based** bulk-review of templates
- ✓ Prioritize improvement for **biggest impact**

## Support agents with real-time AI-coach

- ✓ Detect **emotions** in responses, check tactfulness
- ✓ Ensure **quality standards** are maintained
- ✓ Offer in-context **feedback & training** for agents



## Reach out to discuss how we can support client friendliness at your company



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