

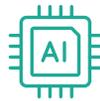


# Mitel CCaaS Contact Center AI

Deliver exceptional customer service and increase operational efficiency with the power of artificial intelligence (AI). Enable your virtual agent to converse naturally with customers and expertly assist human agents on complex cases.



**Virtual Agent**  
Give customers 24/7 access to immediate self service



**Humanlike Interactions**  
Identify customer intent and determine what to say (and do) next with AI support



**Agent Assist**  
Empower human agents with continuous support by providing real-time assistance



**Simplified Control**  
Manage virtual and human agent performance from a single interface

Contact Center AI offers humanlike interactions that redefine the possibilities of machine learning and improve customer service through rich and conversational experiences.

## **Increase operational efficiency**

Improve call deflection rates, achieve shorter handling times and reduce agent training costs for speedier operations.

## **Turn every agent into a specialist**

Free-up live agents to focus on complex calls by providing them with step-by-step guidance.

## **Enrich the customer experience (CX)**

Embed visual queues such as Google Maps, YouTube videos, interactive cards, documents and more to simplify and enhance the customer interactions.

## **Develop and deploy rapidly**

Create and assign custom chat widgets in minutes, eliminating the cost and intricacies found in many contact center platforms.

## **Foster relationships, not just transactions**

Provide personalized support and quick issue resolution to garner customer loyalty.

# Reimagine the customer experience

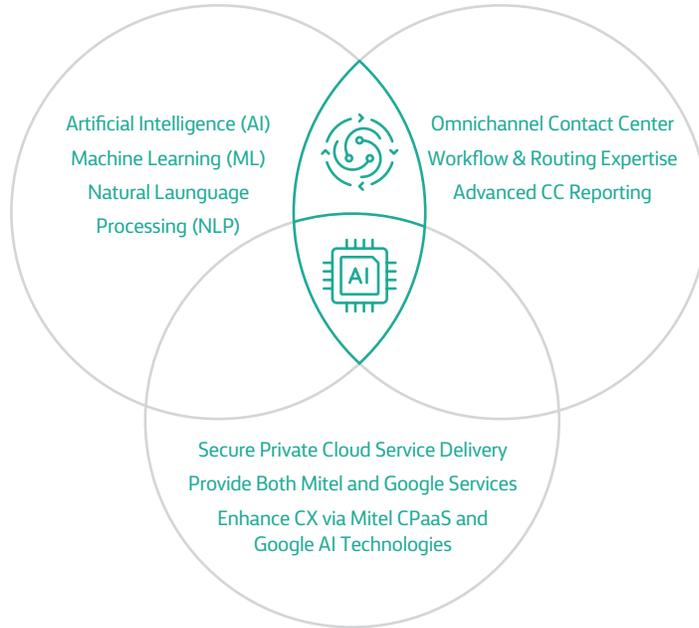
The combination of Google Cloud, Mitel and Windstream Enterprise creates an 'Intelligent Customer Experience' in a best-of-breed solution.

## WINDSTREAM ENTERPRISE

Leader in delivering advanced UCaaS and CCaaS solutions

## Google

Leader in AI



## Mitel

XCaaS leader, delivering unsurpassed customer experience

### About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about Mitel CCaaS Contact Center AI, visit [windstreamenterprise.com](https://windstreamenterprise.com)

WINDSTREAM  
ENTERPRISE  
CONNECT. TRANSFORM. ELEVATE.