Generative AI solutions that transform contact centers

We build generative AI solutions specifically for the needs and nuances of contact centers.

A unique CX AI platform delivering transformational results.

✓ Fully automated voice and chat interactions
✓ Augmented agent productivity and decreased turnover
✓ Increased customer satisfaction
✓ Actionable intelligence for 100% of interactions

Industry-leading AI solutions

AutoTranscribe
State of the art speech-to-text

AutoSummary
Automatic conversation summary

ASAPPMessaging
AI Native asynchronous messaging to drive elegant automated and live customer experiences.

The data foundation for your AI journey

GenerativeAgent

A fully automated and autonomous virtual agent that can operate at the level of your best human agents. Via voice or chat. No hold times, no channel switching, no transfers.

"ASAPP has significantly improved our efficiency in a very short time. Not only are we moving interactions from phone to digital, we're doing it in a way that both our customers and our crew members love."

– Ian Deason, SVP Customer Experience, JetBlue

2.2x increase in Agent Productivity

Top 3 Cable Company

100% reduction in After-call Wrap Time

Top 3 Telco Company

8.6% decrease in Average Handle Time (Voice)

Top Satellite TV Company

45% increase in NPS Scores

Global Network Operator

3.2x increase in Sales Productivity

Global Network Operator

127% increase in Organizational Throughput

US Airline

Our results are extraordinary because our approach is uncommon

01 ——————
Vertical AI
Our products are built exclusively for the contact center and trained on customer interactions.

02 ——————
Omnichannel Technology
We provide a seamless customer experience across voice and digital channels.

03 ——————
An Exceptional Team
We have one of the most significant AI research teams in the industry, focused on CX.

Purpose-built solutions to fit your business

Safe and secure

Grounded in company policies and knowledge with human oversight and approvals to maintain trust and ensure that conversations are efficient, secure, and compliant.

Integrated

Quickly and easily integrated into your existing technology stack. Our solutions are always up-to-date with your latest policies and changes to your KB.

Easy adoption

Best-in-class UX and usability. "Implementation was so fast. Reps were very comfortable using it—and we started to see immediate value" – Customer Experience Innovation Leader, American Airlines

Class leading

The fastest, most accurate solutions on the market trained by a combination of best-in-breed language models and your internal policies, data, and KB.

Your partner on your CX AI journey

Partner with the experts at ASAPP to set the foundation for a successful generative AI future and ensure success.

Fully automated agent

Deploy your GenerativeAgent–your ideal agent who never takes a day off

Discover and inform

Identify knowledge gaps and tools needed to serve customers.

Capture process & knowledge

Identify the policies and knowledge articles used to drive to resolution

Use of tools

Identify what actions agents take on behalf of the customer

Identify intents

Deeply understand the reasons your customers reach out and largest impact for automation (containment, AHT)

About ASAPP

ASAPP is an artificial intelligence cloud provider committed to solving how enterprises and their customers engage. Inspired by large, complex, and data-rich problems, ASAPP creates state-of-the-art AI technology that covers all facets of the contact center. Leading businesses rely on ASAPP's AI Cloud applications and services to multiply Agent productivity, operationalize real-time intelligence, and delight every customer.

To learn more about ASAPP innovations, visit www.asapp.com.

"We needed to find an agile, collaborative partner to help us engage with our customers in the channels where they want to interact with American Airlines. ASAPP is that partner, and we've seen customer engagement improve since launch."

– Julie Rath, VP of Customer Experience and Reservations,

American Airlines

Trusted by

American Airlines   **dish**   **Astound Broadband**   **jetBlue**   **EY**   **AI ARTIFICIAL INTELLIGENCE EXCELLENCE AWARD 2023**