



# Expand contact center capacity with AI-native<sup>®</sup> solutions

ASAPP is redefining AI in the contact center, solving the toughest customer service challenges while expanding capacity—without increasing costs or sacrificing satisfaction.



“ASAPP is this market’s undisputed leader in AI-led innovation”

The Forrester Wave™: Digital Customer Interaction Solutions, Q2 2024

*“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



## What makes ASAPP different



### Built for CX

Tackling real CX challenges, our solutions are made for agents, managers, and leaders with a strong security and safety focus.



### AI-native

ASAPP applications are built with AI at the core, not a bolt-on—delivering exponential impact, not just incremental gains.



### Continued innovation

Backed by 64 issued patents (plus 35 pending), our team delivers ongoing advancements in our products and service.

## Generative AI products that redefine contact centers

### GenerativeAgent<sup>®</sup>

#### Generative AI Automation

50-90% automation on voice or text with a fully generative virtual agent capable of resolving customer issues.

### ASAPPMessaging

#### AI-native Messaging Platform

5-10X increase in digital adoption in one year, supporting end-to-end customer journeys.

### AutoTranscribe

#### Industry-leading AI Voice Transcription

89% accuracy, 60ms low latency. Built for real-time CX with unmatched speed and precision.

### AutoSummary

#### Summarization & Analytics Automation

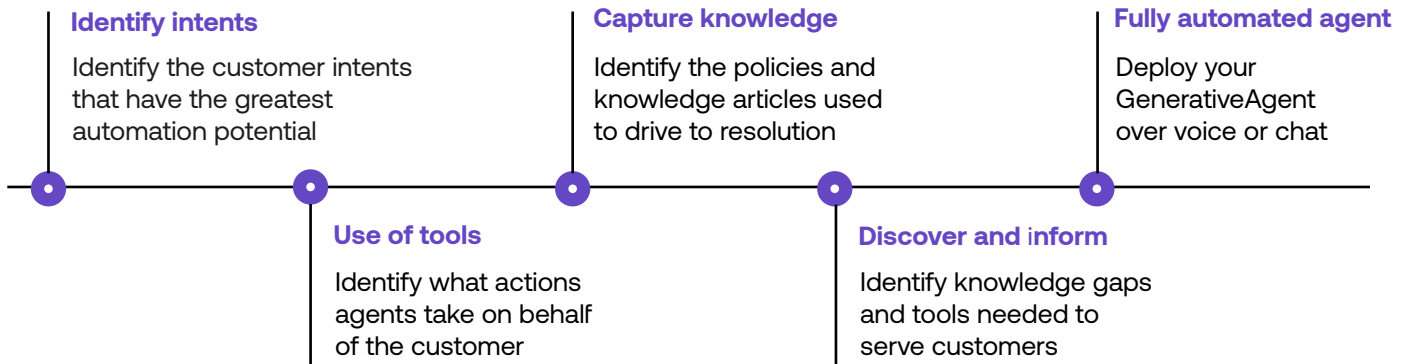
Up to 400 sec AHT savings, real-time insights and targeted analytics with custom structured data.



## Leading enterprises that trust ASAPP

<p><b>91%</b> 1st call resolution</p> <p><b>49%</b> ↑ in self-service</p> <p><b>77%</b> cost ↓ per chat</p> <p><b>F500 Airline</b></p>	<p><b>20%</b> ↑ in containment after first month</p> <p><b>39%</b> ↓ in AHT</p> <p><b>F500 Telco</b></p>	<p><b>22%</b> ↓ in transfer rates</p> <p><b>13%</b> ↑ in CSAT scores</p> <p><b>Leading airline</b></p>	<p><b>83%</b> augmentation rate</p> <p><b>66%</b> ↑ in agent throughput</p> <p><b>F500 Insurer</b></p>
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## Proven path to autonomous AI agents with ASAPP



### Take the next step

Book a demo to explore ASAPP's generative AI solutions in action:

- [www.asapp.com](http://www.asapp.com)
- [hello@asapp.com](mailto:hello@asapp.com)
- +1 (646) 386-8639

#### Self-guided product tour

<https://www.asapp.com/product-tours>

#### Talk to GenerativeAgent

<https://www.asapp.com/talk-to-generativeagent/>

### About ASAPP

ASAPP is an artificial intelligence solution provider committed to solving the toughest problems in customer service. Because we automate what was previously impossible to automate, our AI-native® solutions deliver more than efficiency gains. They redefine the role of AI in the contact center and lay the groundwork for businesses to reimagine their customer experience delivery for the age of AI. Leading enterprises rely on ASAPP's generative and agentic AI solutions to dramatically expand contact center capacity and transform their contact centers from cost centers into value drivers.

### Trusted by

