

## Your AI-based assistant for efficient customer contact

VIER Copilot is an innovative AI-based software to optimize customer dialog. Thanks to live transcription, speech analysis and automatic documentation, calls are handled more efficiently, reducing handling time and error rates.



### Main features

#### > Live transcription and speech analysis

Incoming calls are transcribed and analyzed in real time, relevant information is immediately identified and highlighted. Customer service staff can start processing the call right away.

#### > Automatic summary

VIER Copilot generates automatic call summaries at the end of the conversation.

#### > Multichannel contact history

VIER Copilot provides an overview by showing all previous customer interactions, including emails and tickets.

#### > Recommended actions

VIER Copilot provides recommendations for action during the conversation based on information it has identified.

#### > System integration

VIER Copilot can be seamlessly integrated into existing CRM, ticketing, and ERP systems.

#### > Detailed statistics

VIER Copilot provides detailed statistics, e.g. about customer requests and products, in one dashboard.



**Reduced AHT**

**50%**

reduction in handling time!



**Reduced wrap-up time**

**100%**

reduction in wrap-up time thanks to the automatic call summary!



**Increased sales success**

**40%**

increase in upselling and cross-selling success rates!

## Customer feedback

**Johannes Tügel**  
Business Lead GenAI, EnBW



»At EnBW, we share the same vision as VIER when it comes to high levels of progress and modernity. Using GenAI, we've worked together from the initial idea through to effective implementation at an impressive pace: VIER Copilot was ready to use in just six months.«



## Security



VIER AI Gateway

**Your stress-free, cost transparent  
and legally compliant AI.**

Use VIER AI Gateway and benefit from  
possibilities for legally compliant, secure,  
and cost-transparent AI solutions!



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