Copilot

Elevate performance with AI assistance for every role

Key priorities

- Agents and supervisors face overwhelming context switches, yet key insights often remain buried across tools.
- Static documentation can’t deliver real-time, contextual guidance at the moment of interaction.
- Performance insights reach supervisors too late to influence live outcomes.
- Without AI support, consistency across teams depends on individual skill rather than systemic intelligence.



Copilot brings agent assist into the flow of work, with real-time guidance for agents and sharper visibility for supervisors.

Higher first-contact resolution, faster wrap-up time

More consistent service quality and compliance

Real-time visibility into performance and customer sentiment

Contact us for a demo:

How does it work?

- Copilot for Agents: real-time interaction summaries, sentiment cues, and knowledge-base answers, plus task assist and transfer/journey summaries in the agent workspace.
- Copilot for Supervisors: real-time alerts on in-progress interactions, including urgent-assist and negative-sentiment signals to support timely intervention and coaching.
- After-interaction outputs: automated summaries to reduce manual notes and standardize wrap-up.

orange™ Business

Your partner for a tailored and successful transformation of your contact center

1 Experience orchestration

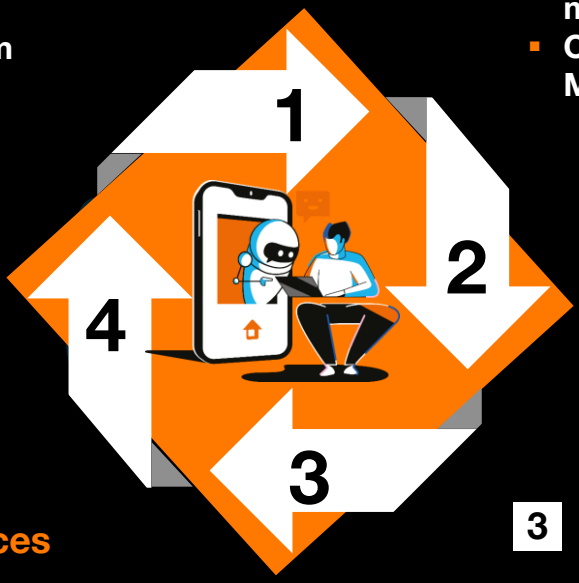
Whether you're new to cloud, adopting AI, or integrating CRM, our experienced team will help you orchestrate seamless customer experiences.

- **Move to cloud**
- **Move to AI**
- **Connected Ecosystem**

2 Centralized Service Management

Strategic design, proven implementation, and dedicated project management ensure your success.

- **Consulting**
- **Implementation and project management**
- **Customer Success Management**



3 Trust services

We provide complete trust services to proactively ensure regulatory compliance, data sovereignty, and to-tier security.

- **Compliance**
- **Sovereignty**
- **Security**

4 End to end Services

Top-tier, tailored support and training all at your fingertips to empower your team.

- **Follow the sun support**
- **A la carte services**
- **Trainings**

An expertise implemented across 200,000 agents worldwide

Teams with over 1,000 certifications in leading market solutions

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