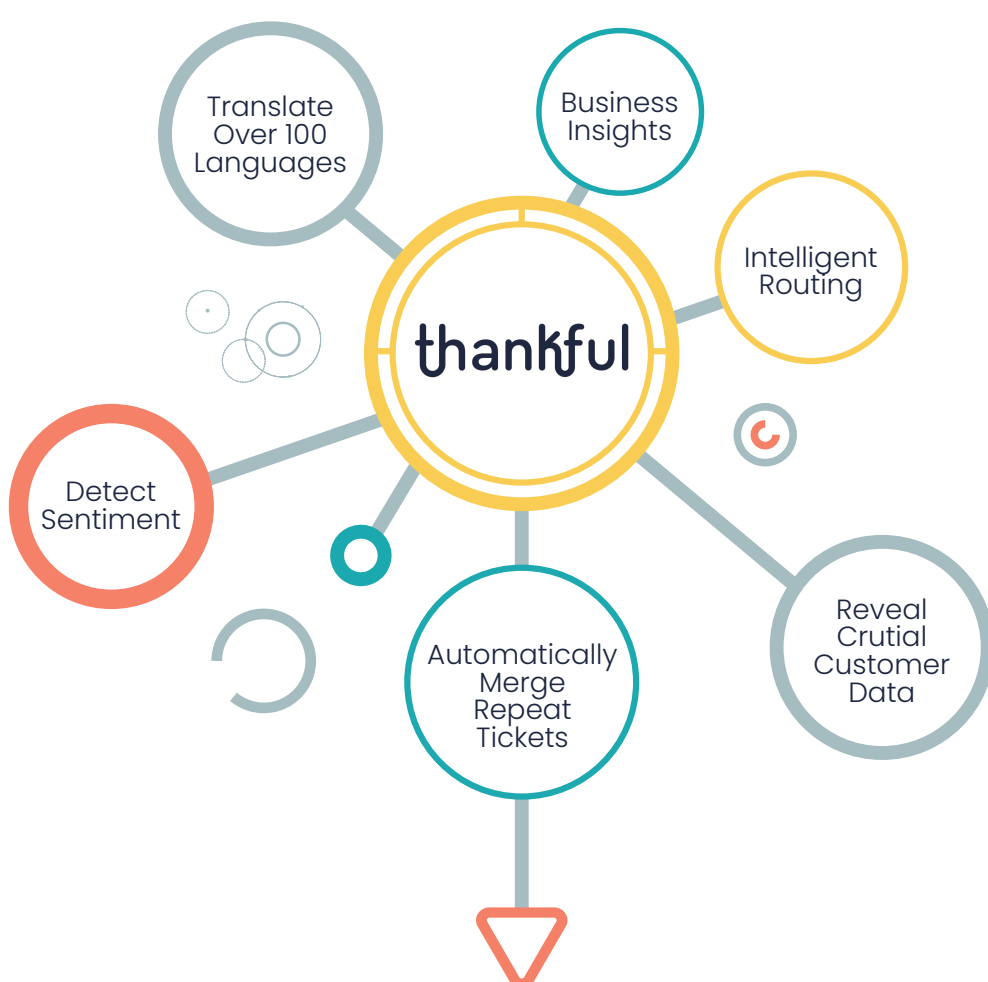# Thankful Agent Assist

Help your agents help your customers

Thankful's Agent Assist delivers AI intuition to your human support staff, providing them with more convenient access to information. Saving both time and effort, your human agents can deliver faster and better service to end-customers.

Translate Over 100 Languages

Business Insights

Intelligent Routing

thankful

Detect Sentiment

Automatically Merge Repeat Tickets

Reveal Crutial Customer Data

Intelligent Routing

Leveraging its best in class AI understanding, Thankful can route and prioritize customer requests according to the true request of the customer, as well as system data for this customer and request.

Translation

Thankful translates over 100 languages, enabling your agents to break through language barriers and communicate with customers.

Sentiment Detection

Thankful's sentiment detection helps understanding the sentiment of a customer message can be vital in calibrating the appropriate response — both the tone of the reply and the action taken.

Aggregating sentiment by category can also reveal important information. There are a variety of emotions that customers have when contacting your support team. Thankful accurately reads a customer's sentiment then modifies it's actions and tone based on that nuance.

Ticket Merging

Thankful identifies multiple requests from the same customer and automatically merges them together within your helpdesk, saving your human agents time and effort.

Surface Customer Data

Why make your agents search for relevant customer data? Thankful can send it directly to your helpdesk so that your agents have it right at their fingertips!

Gather and Record Data

Thankful adds tags, dispositions, and can complete fields to save your agents time and ensure uniformity of metrics gathering throughout your organization, key for analysis and understanding your support center.

Alert:
Becky's Order delayed. Last scan [22 days ago] Arrival: LAX, Los Angeles, CA.

Name: Becky
Order Number: TY54BG9
Purchase: $49.99
LTV: $537.48
Contact history: 4
Tier: Platinum

Becky

My order was supposed to arrive three weeks ago but it didn't. Can I have help with this please?

Hi Becky, I am so sorry that your order is so delayed. We want to make this right. Can you please confirm the best shipping address is 13 Cornelia Street, New York, NY? Once you confirm the address I can provide a replacement order immediately.

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Recommended action:
Apologize for the delay. Confirm replacement address. Reship order if possible, free of charge.

Potential reply:
Hello, Becky, I am very sorry your order is so delayed! We want to make this right. Can you please confirm the best shipping address is 13 Cornelia Street, Los Angeles, CA? Once you confirm the address I can provide a replacement order immediately.

Type a message...   Send

thankful