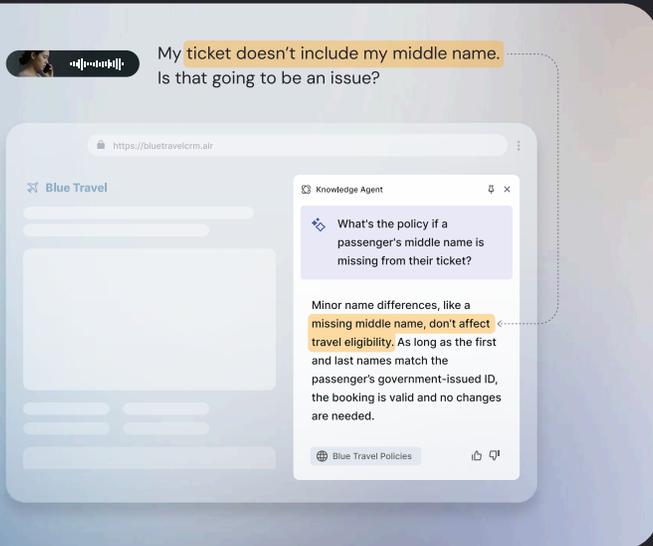


Eliminate searching and guesswork during customer conversations



Empower agents to resolve issues faster and more consistently, while eliminating unnecessary transfers. Cresta Knowledge Agent continuously listens and delivers precise answers in real time, grounded in both conversation and on-screen context.

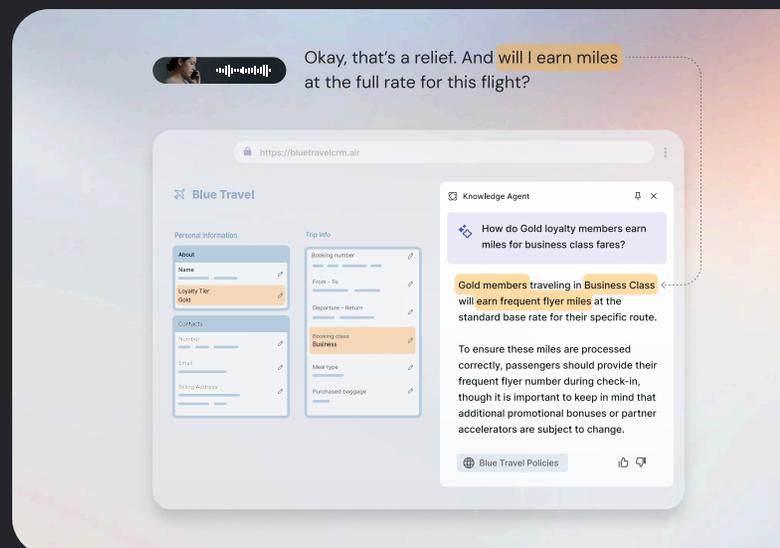


Empower agents with proactive, real-time knowledge

Knowledge Agent proactively identifies knowledge moments throughout each conversation, putting exact answers and workflows right at agents' fingertips with no need for searching or prompting. Delivered through a persistent, browser-based experience, it follows agents wherever they work so guidance is always within reach.

Turn on-screen signals into more precise answers

By incorporating real-time browser context, Knowledge Agent can reference details such as account status, order history, or loyalty tier to tailor responses to the exact customer scenario. The result is situation-specific guidance, even when critical details aren't explicitly stated.



Turn knowledge into action with guided workflows

Automatically identify the right procedure or workflow for any sales or support scenario. With step-by-step guidance to navigate even the most complex conversations, guided workflows ensure that agents stick to approved playbooks and best practices.

The screenshot shows a customer service interaction. On the left, a customer says: "Hi, I think there's a charge on my account I didn't make. It looks suspicious." The agent responds: "I'm sorry to hear that. Just to confirm—have you noticed any other unauthorized transactions, or is it just this one?" The customer replies: "Just this one so far, but I'd like to go over my recent activity to be sure." On the right, a "Guided Workflow" panel titled "Fraud transaction process" asks: "Did you notice any unauthorized or suspicious transactions on your account?" It provides three response options: "No, I did not notice any suspicious activity", "Yes, there are suspicious transactions", and "Not sure - I need help reviewing recent transactions".



Unify sources and democratize knowledge access

Consolidate and sync knowledge from multiple systems into a single source of truth. With centralized management and real-time delivery, leaders can reduce transfers, consolidate queues, and improve resolution rates.

Why Enterprise Contact Centers Trust Cresta Agent Assist?

Precision Performance



Powered by advanced models and systems, Cresta delivers unmatched accuracy and seamless scalability with task-specific models for optimal outcomes and near-zero latency.

Unified Intelligence



Cresta unifies your tech stack by integrating with telephony, chat, CRM, and knowledge systems to transform your contact center with a single intelligent layer for data, insights, and AI workflows.

Responsible AI



Cresta offers an enterprise-grade approach to security, privacy, and responsible AI with industry leading security certifications, custom PII redaction, and advanced guardrails to prevent hallucination.

Turn every conversation into a competitive advantage

REQUEST A PERSONALIZED DEMO

