



Unlock the Power of AI for Your Customers and Your Own Business



AI is reshaping how we work, connect, and communicate. It's everywhere – woven into the software and services we rely on every day. In business communications, AI delivers real, measurable value: improving data management, amplifying human intelligence, automating workflows, boosting productivity and driving smarter decision-making.

So, what does this mean for you as a communications provider? According to Frost and Sullivan, "AI-powered features and services will enable providers to significantly enhance customer value and drive both accelerated cloud communications adoption and higher ARPU." By embracing AI, you're not just keeping up – you're positioning your business to lead the next wave of innovation in cloud communications.

AI Delivers Value for Your Customers

Workflow enhancements

- Create concise overviews of call interactions
- Determine customer sentiment
- Identify key topics

Flexible insight generation

- Get automatic or on-demand insights
- Customize reporting from insights data

Operational benefits

- Empower busy managers
- Identify trends in customer sentiment and common issues
- Get valuable data for decision-making

AI-powered solutions represent a key growth driver for your business, enhancing your stature as a trusted technology provider, particularly for customers with service/support teams, and in certain verticals, such as healthcare, legal, and real estate. With SkySwitch's UC Client and Contact Center, you can provide these AI-powered solutions directly to your customers.



Industry Use Case Examples



Healthcare organizations can speed triage of urgent cases, improve patient experience, and ensure compliant interactions:

- Detect emotional tone in patient calls to help care teams prioritize urgent cases and improve bedside manner.
- Flag sensitive topics or HIPAA-related breaches.



Retail and e-commerce businesses can accelerate customer issue resolution and create smoother shopping experiences:

- Identify top contact drivers (like “payment issues” or “delivery delays”) to adjust operations and message accordingly.
- Correlate changes in sentiment with promotions or logistics issues.



Contact centers can shorten wait times, provide more empathetic service, and deliver proactive issue resolution:

- Use call transcriptions/summaries and sentiment to flag recurring issues for faster resolution.
- Use sentiment insights and topic trends to provide proactive coaching and make staffing decisions.



AI-Powered Features Available from SkySwitch

SkySwitch is committed to providing our partners with AI-powered capabilities—embedded throughout our portfolio of solutions—that deliver real benefits to your customers and your own business. These features, combined with SkySwitch’s competitive pricing, comprehensive omnichannel support, white-label readiness, and scalable infrastructure, give you a significant edge over your competitors.

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Call Capture

Maintain detailed records effortlessly for training, auditing, or customer service.

- Call transcription: Provides a written record of the call with timestamps.
- Live transcription: Get full text of live conversations, available for callers and queued voicemail.
- Call summarization: Summarizes key points of a call.



Call Assist

Reduce reliance on notes, empower agents to understand callers more clearly, and help with wrap-up duties.

- AI prompts: Provide inputs of instructions, in the form of questions, to help guide agents toward the desired result.
- Score assist: Quality scoring with automated compliance checking and rapid performance feedback loop.
- AI wrap-up: Call summary generated during wrap-up with suggestions for next steps.
- Live call monitoring: Monitor for keywords and raise an alarm so a supervisor can coach the agent (whisper/barge) or take the call.*



Advanced Analysis

Get actionable insights into the content and quality of customer interactions.

- Sentiment analysis: Analyzes the sentiment expressed during the call.
- Topic detection and reporting: Identifies the main topics discussed in the call.
- Sentiment trend: Visualizes how sentiment shifts throughout a call using a sparkline (positive sentiment shown above the line, negative sentiment shown below the line).
- Sentiment trajectory: Summarizes the sentiment change over time for the entire interaction.
- Utterance playback for transcripts: In call recordings with transcripts, each utterance includes its own playback control buttons and sentiment emoticon (positive, negative, or neutral).
- AI insights reporting and dashboards: Create actionable reports, graphs, and dashboards from your AI-distilled data.

More AI features are continually added to our solutions.

* Coming soon