CRESTA

Solution Packaging

		REVENUE GROWTH	POST CALL		CARE		INTELLIGENT AUTOMATION
			BATCH	REAL-TIME	CHAT	VOICE	
Agent Assistance	Smart Compose & Suggestions	✓			✓		
	Real-time Coaching & Assistance: Behavioral & Compliance Hints, Checklists	✓				✓	
	Auto Summarization	✱	✱	✱	✓	✓	
	Knowledge Assist: Guided Workflows	✓			✓	✓	
	Knowledge Assist: Knowledge Base	✱			✓	✓	
Performance, Coaching, QA	Observability: Post Call Monitoring	✓	✓	✓	✓	✓	
	Observability: Live Conversation Monitoring	✓	✓	✓	✓	✓	
	Coaching & Collaboration	✓	✓	✓	✓	✓	
	Performance Insights	✓	✓	✓	✓	✓	
	QA Workflows & Auto QA	✓	✓	✓	✓	✓	
	Raise Hand + Live Assist (Voice Only)	✓				✓	
Insights and Trends	Customer Insights	✓	✓	✓	✓	✓	
	Sentiment, Emotion	✓	✓	✓	✓	✓	
	Outcome Insights	✓	✓	✓			
	Trends & Anomalies	✓	✓	✓	✓	✓	
Virtual Agents	Conversation Analysis / Design from human agent conversations with AI-powered analytics						✓
	Bot Analytics & Reporting						✓
Platform	Custom Behavioral Modeling	✓	✓	✓			
	Self-Service Rule Builder	✓	✓	✓	✓	✓	
	Personalization from customer record / Workflow automation based on conversation entities	✓		✓	✓	✓	
	Real-Time Transcription	✓		✓	✓	✓	✓
	Redaction	✓	✓	✓	✓	✓	
	Major CCaaS/CRM/Chatbot Platform Integration	✓	✓	✓	✓	✓	✓
Add-on Options (Additional Charges Apply)	Screen Recording	✱		✱	✱	✱	
	Multi-Language Support	✱	✱	✱	✱	✱	✱
	Custom Integration (CRM, CCaaS, etc)	✱	✱	✱	✱	✱	✱

✱ Add-on