

Deliver exceptional CX for less, with human-centric AI agents you can trust

CRESTA AI AGENT

Engage customers with human-like conversations that adapt to their needs while safeguarding your brand and data, eliminating the trade-off between cost efficiency and exceptional customer experience.

Sarah Wright - Payment Dispute

Cresta AI Agent
"Good Afternoon! Thank you for contacting WaveTrust. How can I assist you today?"

Sarah Wright
"I'm calling because I noticed a charge on my bill that I don't recognize, and I'd like to dispute it."

Cresta AI Agent
"I understand, Sarah. I'll pull up your account details and go over the charges. To verify your account, could you please provide me with your account number or passcode?"



Engage customers in natural conversation

Engage and delight customers with AI agents that resolve even the most complex issues with patience, empathy, and care.



Automate efficiently and effectively

Maximize cost savings by using conversation insights to uncover new automation opportunities and create an outcome-driven blueprint for success.



Deploy AI with security and precision

Deploy confidently with compliance protocols that minimize risks, regulate behavior, and protect against attacks.

"Cresta has enabled us to automate a wider range of conversations than we ever thought possible, but what has truly amazed us is how much our customers and employees are enjoying the experience. Our voice AI Agent guides customers through complex, multi-step troubleshooting scenarios, and the positive feedback from these customers has been eye-opening."

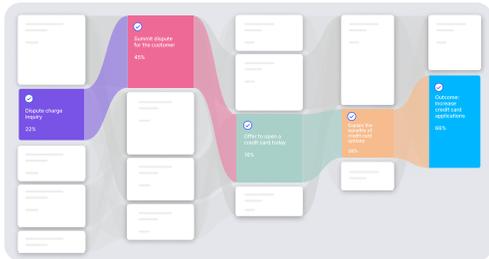


Veronica Moturi
SVP of Customer Experience

Deliver human-like conversations that boost your bottom line.

Delight customers with human-like conversations

Cresta AI Agent uses Generative AI for natural conversations capable of adjusting in real time to each customer's needs. Unburdened by scripts, it understands nuance, responds with empathy, and smoothly handles interruptions. Cresta leverages contextual data to ensure every conversation is personalized, relevant, and true to your brand.

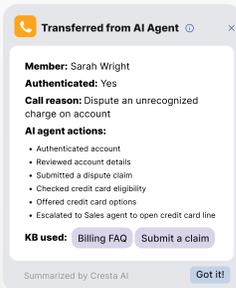
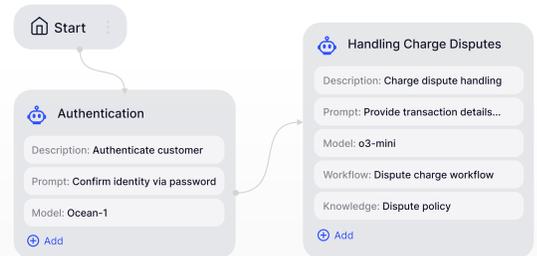


Automate more, without sacrificing quality

Our experts use advanced conversation intelligence to analyze your customer and agent data, pinpointing the best automation opportunities and path to success. Our AI continuously learns and identifies patterns, uncovering new automation possibilities and enhancing the cycle of discovery, testing, and optimization.

Enterprise guardrails to deploy with confidence

Cresta AI Agent combines the strengths of GenAI with robust guardrails through an LLM-native hybrid approach. Our AI agents follow stringent guidelines, ensuring that all actions and communications are handled securely and comply with company policies and legal requirements.



One platform for human and AI agents

Cresta unites human and AI agents on one platform, enabling seamless transitions, ensuring human agents stay informed, and reducing customer repetition. Businesses can consistently evaluate the quality and performance of all interactions using the same tools, capturing the complete voice of the customer.

Why Enterprise Contact Centers Trust Cresta AI Agent

Unparalleled AI expertise

Collaborate with world-renowned AI thought leaders and conversation designers to tailor your AI agent for strategic deployment and fast results.

Proven market leadership

Partner with a leader recognized for delivering proven results with Fortune 500 companies across diverse contact center use cases.

Flexible model adoption

Stay ahead with the latest AI models, leveraging Cresta's best-of-breed approach that's free from outdated tech constraints.

See Cresta AI Agent in Action

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