

A close-up photograph of a hand holding a red pencil, with the pencil tip pointing at a calculator. The background is blurred, showing a desk with papers. The text is overlaid in the center of the image.

HGS Agent X
Exceptional Service
with
Unmatched Precision

HGS Agent X: Exceptional Service with Unmatched Precision

Agent X by HGS brings a transformative approach to customer service through advanced AI and automation. Our pricing document outlines competitive rates for our versatile offerings designed to suit various business needs across multiple platforms.

Agent X Standalone

HGS Agent X utilises advanced AI technologies to enhance customer service operations, providing agents with real-time support and insights. The platform features tools for AI-driven decision support, comprehensive interaction tracking, and analytics-driven process optimisation, all designed to improve response times and service quality.

Base Pack: Foundational tools for daily customer interactions and operational management.

Smart Add-Ons: Additional capabilities to further enhance customer engagement and operational efficiency.

AI Co-Pilot: Advanced AI features for real-time decision-making support, including Interaction Transcriptions, Call Summarisation, and Automated QA/QC.

Agent X + CCaaS Integration

HGS Agent X enhances its capabilities through integration with your CCaaS..

License Only: Offers essential services tailored to specific interaction types, whether through voice channels or a comprehensive omnichannel approach, catering to diverse communication needs.

Standard Implementation: Involves a rapid deployment phase focusing on establishing the foundational features necessary for integration. This includes customisation according to organisational requirements, facilitated by expert guidance available on-demand or on a retainer basis.

Fully Managed Support: Provides extensive ongoing support across all communication channels. This tier is especially suited for organisations seeking a hands-off approach to maintain high-quality communication standards.

Scaling with Your Business

Our offerings are designed to scale with your growth, providing flexible solutions that adapt to your evolving business and customer service needs. Each integration supports a broad range of add-ons and expert services, ensuring that your team remains at the cutting edge of customer service technology.

Agent X Pilot to Production

Agent X facilitates the transition from pilot to production for AI capabilities. Clients can initiate a pilot launch of AI services and subsequently scale them to a production level after fine-tuning and result mapping. This process comes with a minimum production subscription requirement of 50 agents or for clients who foresee the potential to scale up to or beyond 50 agents.

Reach Out and Learn More

Interested in elevating your customer service capabilities?

Reach out to our sales executive for more detailed information on how Agent X can transform your customer interactions.

Detailed Information

For a deeper dive into our pricing and features, refer to the relevant section in this document or contact our support team for a comprehensive walkthrough of our services.

Agent X Pricing

A close-up photograph of a person's hand holding a red pencil, with the index finger pressing a button on a blue and white calculator. The background is blurred, showing papers and a desk. The text "Agent X Pricing" is overlaid in white.

Agent X Pricing Overview

The HGS Agent X pricing document outlines the cost structure for various service packs and add-ons available within the Agent X platform. These offerings are tailored to enhance the operational efficiency and effectiveness of customer service agents through a blend of AI and automation tools. The pricing is structured into three main categories: Base Pack, Smart Add-Ons, and AI Co-Pilot, each designed to meet different levels of service needs.

Base Pack

£39 per agent per month with a minimum subscription requirement of 50 agents
OR

For clients who foresee the potential to scale up to or beyond 50 agents

The Base Pack provides a foundational set of tools essential for daily customer interactions and operational management. This pack is designed to support agents with core functionalities that streamline processes and enhance service delivery.

Included Features:

- **AI Knowledge Assist:** Utilises AI to provide agents with real-time information and assistance, enhancing decision-making and response times.
- **Ideas & Feedback:** Captures insights directly from customer interactions to facilitate continuous improvement.
- **Interaction History:** Offers a comprehensive view of past customer interactions to provide context for ongoing communications.
- **Disposition:** Enables agents to classify and record the outcome of interactions for reporting and analytics.
- **Resolution:** Tools to assist agents in resolving customer issues efficiently.
- **Notes:** Allows agents to record details and notes during or after customer interactions.
- **Hours of Operations:** Manage and display service availability hours.
- **Analytics Templates:** Pre-built templates to help analyse operational data.
- **Screen Recordings:** Records interactions to ensure quality and compliance.

Smart Add-Ons

Varies by feature, starting from £19 to £29 per agent per month.

Smart Add-Ons offer additional capabilities that can be layered on top of the Base Pack to provide specialised functionalities aimed at enhancing customer engagement and automation.

Features:

- **Customer 360:** Starts at £25/agent/month. Provides a holistic view of the customer to enhance personalisation and service quality.
- **Quick Actions (Robotic Automation):** Starts at £29/agent/month. Automates routine tasks to improve efficiency and reduce handling times.
- **Co-browse & Camera Share:** Starts at £19/agent/month. Allows agents to interact directly with the customer's screen or view through their camera for better support.
- **Automated Disclosure Reader:** Starts at £29/agent/month. Automatically reads and interprets required disclosures for compliance and accuracy.

AI Co-Pilot

Custom pricing based on specific needs and scale

The AI Co-Pilot is designed to leverage advanced AI tools to augment the capabilities of customer service agents, offering features that support real-time decision-making and customer interaction.

Features:

- **AI Assist Transcriptions:** Converts spoken dialogue into text for record-keeping and analysis.
- **AI Assist RecapAI:** Provides concise summaries of calls for quick reference.
- **AI Assist Translation (in chat):** Offers real-time translation to aid communication in multiple languages for web based chat.
- **Interaction Intelligence:** Includes features such as real-time suggestions, next-best actions, auto-response prompts, and agent coaching to optimise interactions.
- **Automated QA/QC (Quality Assurance/Quality Control):** Leverages advanced integration and LLMs to enhance interaction quality and provide deep insights into agent performance. Ensures high standards and continuous improvement in customer service quality.

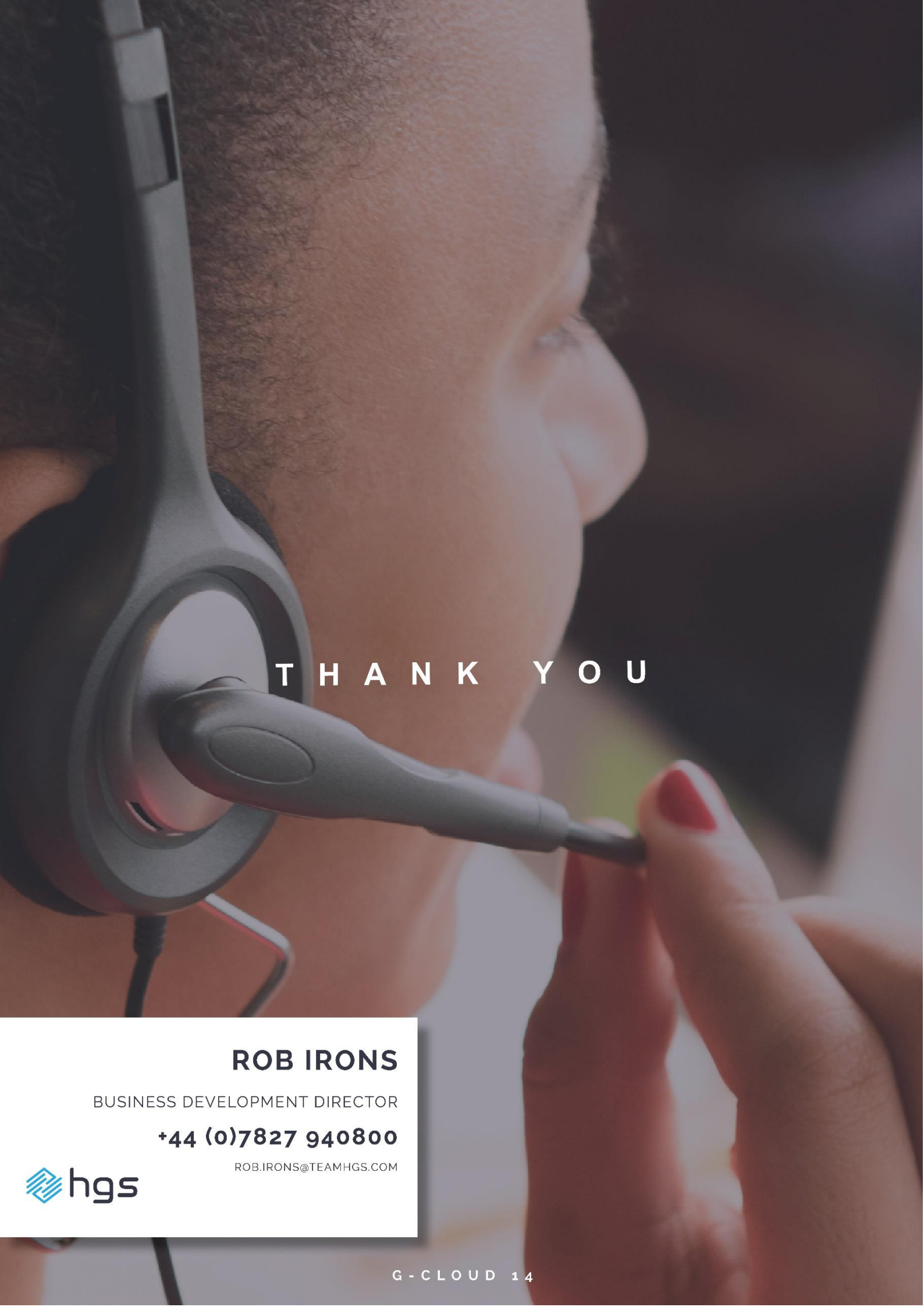
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HGS Agent X offers a comprehensive suite of tools designed to empower agents and improve customer interactions. The pricing structure is flexible, allowing organisations to select packages and features that best meet their needs. This approach ensures that organisations can scale services and functionalities in alignment with their growth and evolving customer service strategies.

Please note:

- **CCaaS License:** It is assumed that customers have or will obtain a Cloud Contact Center as a Service (CCaaS) license separately, as it is not included in the pricing.
- **Scalability:** Pricing may vary based on the number of agents and the specific features selected.



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