

AI Copilot

Agent assist that
elevates CX and delivers
performance outcomes



Improve CX with real-time intelligence

CGS Nexus AI Copilot give your dedicated teams a performance lift the moment it is deployed. Instead of relying on generic automation, we help you unlock targeted, meaningful improvements—faster resolutions, more confident agents, and consistently great customer moments. With our boutique, co-designed model, AI becomes a powerful ally that elevates your team and creates momentum across your entire operation.

Move faster because customer expectations are moving faster

Support environments are transforming rapidly. Customers expect instant answers, agents face rising complexity, and leaders must deliver efficiency without sacrificing quality. Emerging channels, growing product portfolios, and global support pressures mean traditional tools simply can't keep up.

AI Copilot meets this moment with real-time intelligence tailored to your workflows—helping you scale expertise, maintain consistency, and deliver better experiences even as demands accelerate.





Transform every agent into a high performer

AI Copilot is a real time agent assistant that listens, analyzes, and delivers actionable guidance to your agents. Combined with CGS's deep CX expertise, it becomes an intelligent support layer that accelerates resolution, strengthens accuracy, and simplifies even the most complex interactions.

Co-designed with your team, CGS Nexus AI-Copilot becomes a true agent partner that adapts to how your people work—turning everyday conversations into better outcomes for employees and customers alike. It taps into your organization's own knowledge base, data, and brand voice—drawing from product details, policies, and customer history—to guide agents with the right message, tone, and next best action in every moment.

No generic automation; it delivers practical, human support—helping agents feel more confident, connected, and capable of solving problems quickly and naturally. Customers notice the difference in faster resolutions, consistent experiences, and interactions that truly reflect your brand.

Equip agents with the tools they need to excel

Modern support teams operate under increasing pressure: more channels, more complexity, more expectations. But traditional systems require agents to remember too much and search too often. AI Copilot removes friction by delivering **timely, tailored intelligence** that supports agents and standardizes how work gets done.

- **Real-time agent assistance:** AI suggests responses, next steps, and actions that align with your brand and processes.
- **Knowledge retrieval & summarization:** Instant access to curated answers, summarized histories, and simplified content.
- **Compliance checks and automated note-taking:** Guided prompts ensure accuracy while automated summaries streamline post-call work.
- **Workflow automation:** Routine steps and data entry happen automatically, reducing agent effort.
- **Seamless integrations:** Works with Genesys Cloud, Salesforce, Zendesk, ServiceNow, and more.

Scale performance across use cases that matter

- 01 Agent empowerment:** Real-time guidance reduces stress and accelerates learning.
- 02 Confidence acceleration:** New agents build confidence faster through real-time guided coaching.
- 03 Faster resolutions:** Guided responses help agents resolve customer issues more quickly.
- 04 Efficiency gains:** Less searching, fewer errors, and faster resolutions.
- 05 Workflow simplification:** Complex processes are streamlined for SaaS, telecom, and tech environments.
- 06 Cost savings:** Automation and targeted workflows reduce manual labor and rework.
- 07 CSAT boost:** Customers receive timely, accurate, brand-consistent support.
- 08 Compliance reinforcement:** Embedded guidance supports adherence in regulated environments.
- 09 Supervisor efficiency:** Proactive AI support reduces the need for supervisor intervention.

Drive measurable gains across your entire operation

Performance improvements

20–35%

Reduction in handle time

25–40%

Faster resolution

15–25%

Decrease in escalations

Operational efficiency

- More cases resolved per agent
- Lower cost-to-serve through reduced rework

Agent growth & confidence

- Faster onboarding
- More consistent, brand-aligned guidance

Risk reduction

- Fewer errors and higher compliance adherence

Customer experience uplift

- Higher CSAT and stronger customer trust

Gain an edge with co-designed AI built around your business



Boutique partnership: Co-designed capabilities that reflect your brand, not generic templates.



CX + AI expertise: A rare blend of operational know-how and modern engineering.



Strategic AI design: Real-time language understanding and reasoning, tuned to your terminology, compliance rules, and processes.



High accuracy & adaptability: AI that learns your products, tone, intent, and compliance needs.



Integration without disruption: Works within your environment—no heavy migration required.



Momentum through continuous optimization: Ongoing enhancements aligned to your KPIs.



Secure, responsible data practices: ISO 27001, SOC 2, PCI-DSS, and GDPR-aligned, with Zero Trust access controls.



Fast, predictable deployment: Rollout in 4–8 weeks with boutique guidance, continuous tuning, and minimal disruption.

Multiply impact across CX, EX, and PX with Nexus Total Experience

AI Copilot is a key component of the CGS Nexus Total Experience (TX) operating system. Our approach is designed to create compounding value across customer, employee, and partner experiences (CX, EX, & PX):

- When **agents feel supported**, they deliver better customer moments.
- Better customer experiences drive **loyalty and revenue**.
- Higher performance fuels **employee confidence and retention**.
- Partners benefit from **clearer processes and stronger collaboration**.

This creates a **positive performance flywheel** where each improvement reinforces the next—exactly what CGS Nexus was built to deliver.



Talk to a CGS Nexus solutions expert to request a demo or start a pilot.

NexusSolutions@cgsinc.com
cgsnexus.com

People first.
Outcomes driven.
Aligned for success.

