

Onboard agents 45% faster and achieve your KPIs



Trusted by 4 out of 10 Fortune 500

45%

Faster Training

80%

Fewer
content developers

70%

Reduction
in Cost

57%

Increase in
User Satisfaction

Issues routed by mistake. Agents scrambling for answers. Frustrated employees quitting. What's the root cause? Training that doesn't work.

What if you could train all your agents optimally in record time?

How Assima solves this problem

Increase speed to competency with hyper-realistic simulations

Deliver hands-on training from anywhere with no risk to your production system or confidential data. Agents master your processes quickly and deliver top-notch customer service.

Improve Average Handle Time (AHT) and First call resolution (FCR)

Your agents receive precise answers, continuously on-the-job via a Digital Assistant. Knowledge base articles can be fetched from one place in seconds. They solve problems faster and with fewer mistakes by having inputs instantly double-checked.

Maintain your knowledge base effortlessly

Update articles in minutes and translate them in multiple languages without re-recording your process flow from scratch. The most up-to-date information is always at everyone's fingertips.



We've reduced onboarding times for new contact center staff from 33 days to just 18 days.

Andy Hurren, Head of Learning, npower



Reach out today to see how our 4x patented technology can help you
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