smartlife
An IT Solutions Company

DATASHEET



AI ASSISTANTS
Works FOR humans
(personal assistant)

AI AGENTS
Works ALONGSIDE humans
(virtual worker)

Say Hello to Your New Digital Teammates;
AI Assistants & AI Agents

Organizations large and small face the same challenges: accelerate growth, achieve meaningful differentiation, and drive efficiency. AI has emerged as a powerful means capable of delivering on all three objectives, providing businesses with a strategic advantage.

What Is Elevate AI?

Elevate AI delivers intelligent **Agents** (works alongside people) and **Assistants** (works for people) that function as **Digital Teammates** within your organization. Designed to understand goals, interpret context, and take-action, these Digital Teammates can retrieve information, automate tasks, and interact seamlessly across our communications systems.

Why Businesses Need AI:

Businesses and teams are increasingly burdened by manual tasks, disconnected systems, repetitive inquiries, and complex workflows. Digital Teammates empower organizations to overcome these challenges by streamlining critical operations—helping businesses to stand out, spend less and sell more.

STAND OUT



Deliver Faster, Always-On Customer Service

AI Agents deliver instant, 24/7 voice responses, enhancing service standards, eliminating wait times, and providing a superior customer experience.

Provide Highly Personalized Interactions at Scale

AI Assistants personalize every interaction using customer history and knowledge, creating moments that feel human, and build long-lasting loyalty.

Operate With Exceptional Consistency and Accuracy

AI effectively retrieves company and customer knowledge ensuring professional responses, minimizing errors, and strengthening brand trust and precision.

SPEND LESS



Reduce Labor Costs by Automating Routine Tasks

AI Agents automate inquiries and scheduling, reducing staffing needs and costs while allowing skilled employees to focus on critical and more complex tasks.

Cut Operational Inefficiencies & Rework

AI Assistants provide reliable guidance, reducing errors and training needs while accelerating resolutions and lowering costs related to refunds and escalations.

Minimize Customer Churn Through Better Self-Service

AI Agents offer 24/7 support, boosting customer satisfaction, reducing attrition, and lowering ticket volume—helping businesses retain customers cost-effectively.

SELL MORE



Capture & Convert More Leads Automatically

AI Agents engage prospects instantly via calls, qualifying leads, answering questions, and scheduling appointments, resulting in higher conversion rates and fewer abandoned inquiries.

Accelerate Sales Cycles & Boost Rep Productivity

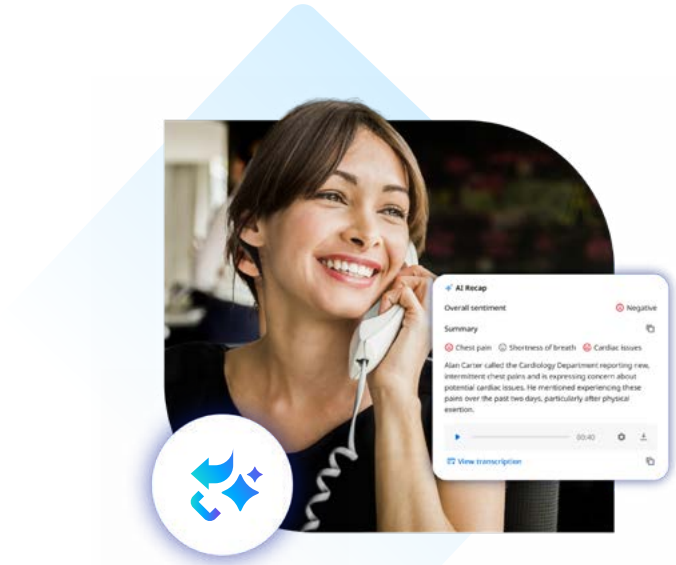
AI automates repetitive tasks like summarizing calls, updating CRMs and drafting emails, allowing sales reps to focus on selling, resulting in more time with qualified buyers, faster follow-ups, and higher win rates.

Elevate AI Overview:

AI ASSISTANTS: Digital Personal Assistants

AI Assistants support employees by accelerating responses, improving access to information, enhancing focus, and streamlining daily tasks for greater productivity.

AI ASSISTANTS FOR ELEVATE



AI CALL RECAP

Stop taking notes. Engage in real conversations!

AI Call Recap generates post-call summaries with transcripts, sentiment analysis, and topic highlights. It saves employees time by handling call notes and wrap-up automatically, allowing them to stay focused during customer conversations.



AI MEETING RECAP

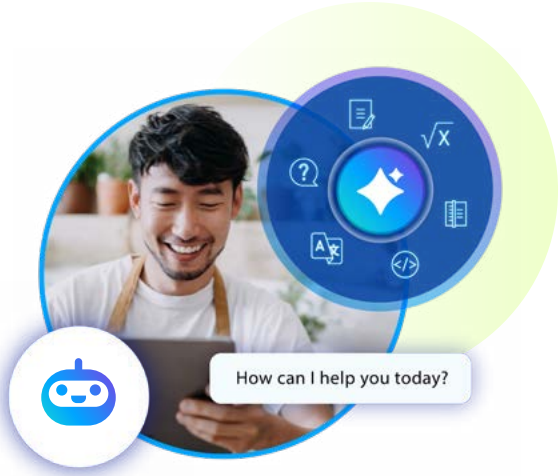
Stay in the moment. AI that captures everything.

AI Meeting Recap records and captures meeting insights and streamlines follow-ups by clearly highlighting decisions, next steps, and main discussion topics of each meeting, helping teams stay, focused, aligned, and productive.

ELEVATE AI ASSISTANT

Deliver better, quality work, faster.

AI Assistant uses Generative AI to simplify information access and automate tasks. Work faster with an AI Assistant that creates content, summarizes emails, translates text, solves problems, writes code, and more—all within the Elevate app.

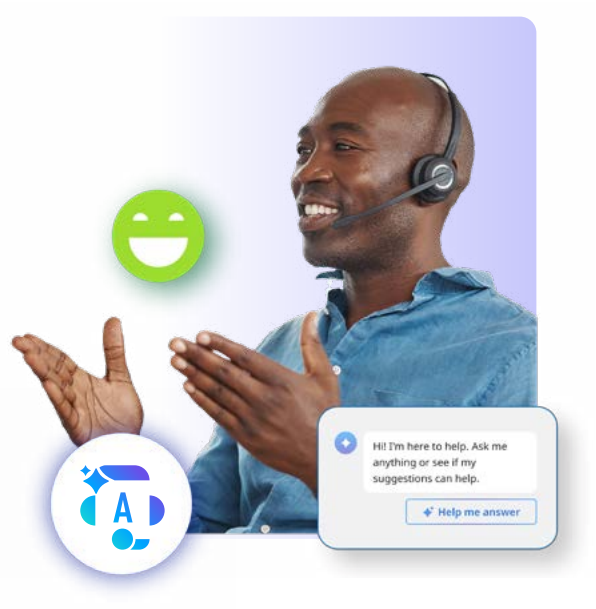


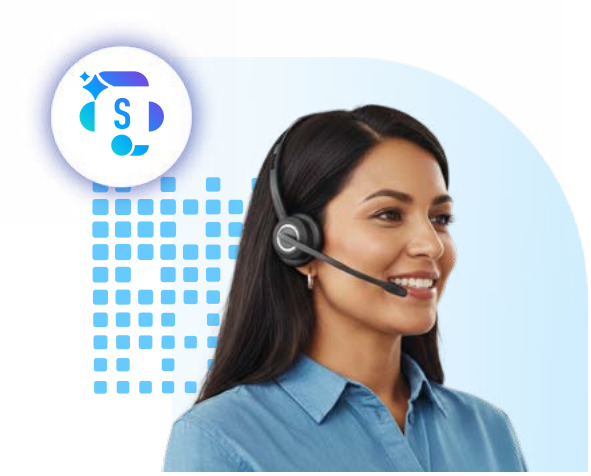
AI ASSISTANTS FOR CONTACT CENTER

AI AGENT ASSIST

Faster resolutions, more confident Agents.

AI Agent Assist supports human agents in real time by providing responses, summarizing calls instantly, retrieving relevant information, saving time, reducing manual effort and helping them resolve customer issues more efficiently.





AI SUPERVISOR ASSIST

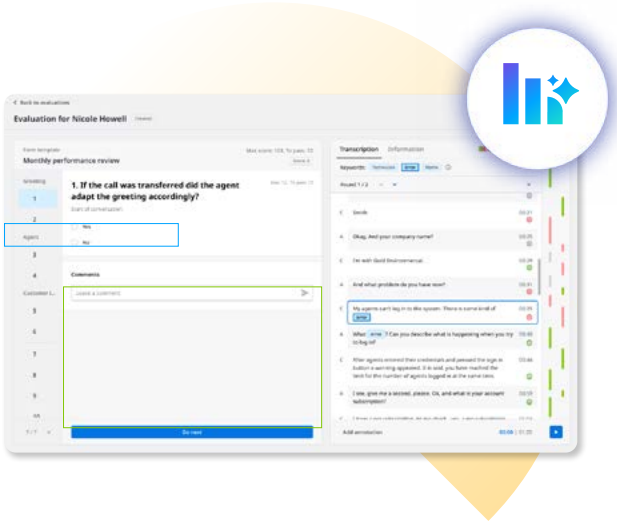
Smarter Agent coaching, delivering instant clarity.

AI Supervisor Assist help supervisors monitor, guide, and improve agent performance in real time by analysing conversations, detecting trends or issues, and offering coaching insights.

AI EVALUATOR

Automate time-consuming QA process, reducing effort and costs.

AI Evaluator can evaluate 100% of inbound and outbound conversations against consistent criteria, giving leaders a complete and objective view of agent performance.



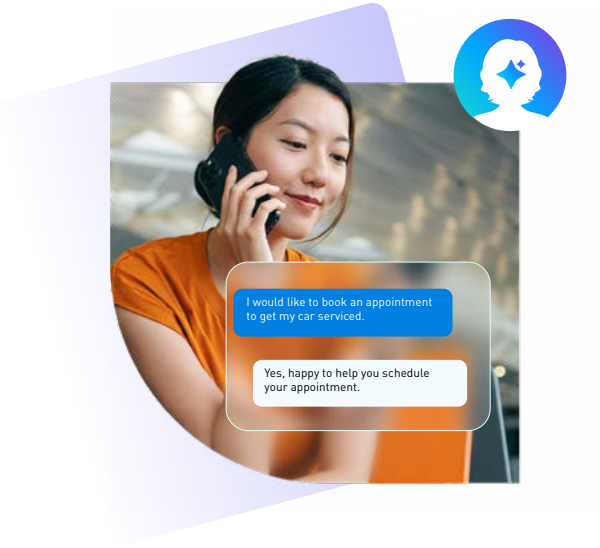
AI INTENT ROUTING

No more frustrating keypad menu mazes.

AI Intent Routing allows callers to speak naturally, eliminating the need to navigate complex keypad menus. This intelligent voice system uses real-time, automatic speech recognition and natural language understanding to detect a caller's needs and route them to the appropriate destination.



AI AGENT: Digital Co-Worker



AI AGENT | RECEPTIONIST

Never miss a call—AI handles the front desk, so your team handles what matters full stop.

AI Agent | Receptionist gives your business an always-on, professional first impression by greeting callers naturally, answering FAQs instantly, routing inquiries intelligently, and scheduling appointments with ease.

AI Agent | Receptionist enhances customer experience by providing 24/7 availability, reducing missed calls, and freeing up staff time, helping businesses deliver faster responses and improved service efficiency.

AI Agent | Receptionist is compatible with both Elevate and Contact Center solutions.
Key functionalities include:

Answer calls and engages

Deliver a first-point of contact with natural, human-like interactions.

Handles routine inquiries

Respond to FAQs, without human intervention.

Intelligently routes complex calls

Warm transfer to the right person or group.

Schedules calendar appointments and follows up

Booking automation.

Why Elevate AI?

Elevate AI brings powerful, enterprise-grade intelligence directly into your communications platform—no silos, no integrations, no complexity. With one login, one vendor, and AI that learns from every interaction, you get smarter routing, better-trained agents, and continuous improvement at a price built for growing businesses. Our commitments include:

1. Accessible AI: User-friendly, easy setup, customizable controls.

SIMPLE TO USE:

Elevate's AI provides intuitive features, user-friendly interfaces, and guided workflows, ensuring accessibility for all users.

SIMPLE TO SET-UP:

Automated provisioning, guided configuration steps, and pre-built features that reduce the need for manual setup.

CUSTOM CONTROLS:

Flexible, granular custom controls enable organizations to tailor AI features to their specific requirements.

2. Responsible AI: Security, trust, and privacy.

ENTERPRISE-GRADE SECURITY:

Advanced encryption (in-transit and at rest) and continuous monitoring ensure that sensitive information remains protected.

DATA GOVERNANCE:

Defined frameworks, enforcing data transfer, retention policies, data access rules, usage boundaries, and audit trails.

DATA PRIVACY

Data controls on protecting sensitive information; collecting and handled in compliance with laws and user expectations.

3. Proven AI: Trusted by thousands, 99.999% uptime SLAs, top AI.

AI WITH ROI:

Customers are realizing significant benefits that translate into tangible ROI and business advantage.

BUILT ON A COMMUNICATIONS PLATFORM WITH 99.999% UPTIME SLAS.

Ensuring the reliability and always-on availability that modern businesses demand.

BEST-OF BREED AI:

Multi-model approach optimized for reliability, scalability, and real-world business impact.

QUESTIONS? CONTACT US TODAY!

Smart Life, LLC
(502) 251-4775
info@smartlifecorp.com
smartlifecorp.com/elevate