# Birch AI

## BirchAI Announces Partnership with Five9 to Increase Agent Productivity by Automating Call Summary and Call Classification

*The Birch Assist solution is now available on the Five9 CX Marketplace and can be easily integrated with the Five9 Intelligent Cloud Contact Center.*

SEATTLE — BirchAI today announced its partnership with Five9, an industry-leading provider of cloud contact center solutions. Birch Assist reduces Average Handle Time (AHT) by up to 35%, and is now available on the Five9 CX Marketplace, making it easy for businesses to integrate Birch Assist with the Five9 Intelligent Cloud Contact Center.

The Five9 platform facilitates billions of call minutes annually and provides digital engagement, analytics, workflow automation, workforce optimization, and practical artificial intelligence (AI) to create more human customer experiences, engage and empower contact center agents, and deliver tangible business results. Available on the Five9 CX Marketplace, BirchAI's state-of-the-art Natural Language Processing (NLP)



*Left: Sumant Kawale, BirchAI COO and Cofounder*
*Middle: Callan Schebella, Five9 EVP Product Management*
*Right: Kevin Terrell, BirchAI CEO and Cofounder*

birch.ai

technology allows agents to focus on the customer and the customer experience without worrying about note taking. AI generated summaries and call codes are presented to the agent within 15 seconds after a call and get documented in the CRM or System of Record. BirchAI's automated documentation is highly accurate and cuts average After Call Work (ACW) to a small fraction of what it was before Birch Assist.

The solution is powered by Five9 VoiceStream, a developer-friendly, modern cloud-to-cloud real-time media streaming API that enables frictionless integrations with partners and is highly secure to ensure customers precious voice data is protected.

"This collaboration allows Five9 customers to be set up with BirchAI in a matter of days for immediate improvement in customer experience. Together the technologies also drive gains in agent productivity and decision quality," says Sumant Kawale, COO and Cofounder of BirchAI.

"Five9 is committed to delivering AI and automation solutions that help optimize customer engagements through self-service and assisting live agents," said Walt Rossi, Vice President of Business Development, Five9. "This means investing in our own AI and automation platform and working with partners like BirchAI who want to build on top of our platform to bring additional use cases to customers. We are excited to have BirchAI join our growing list of partners and look forward to working together to up-level customer and employee experience."

### ###

## About BirchAI
BirchAI is a leading AI platform for customer support. The company was founded by experts in the fields of natural language processing, enterprise adoption of AI and process improvement, and is backed by The Allen Institute for Artificial Intelligence, the country's leading AI research organization. BirchAI focuses on advancing call center efficiency by automating resource-intensive aspects of customer care, including summarization, classification, and analysis of customer calls.