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BirchAI Announces Partnership with Verint to provide an after-call work solution that automates documentation and call classification

The companies will partner to accelerate adoption of BirchAI's next generation call center automation solution, Birch Assist

SEATTLE — BirchAI today announced its partnership with Verint® (NASDAQ: VRNT), the Customer Engagement Company™. Birch Assist, which reduces average handle time (AHT) by up to 35 percent, will be available this summer on the Verint Marketplace.



BirchAI's state-of-the-art natural language processing (NLP) technology allows agents to focus on the customer and resolving the issue without worrying about note taking. Documented in the call center's record system within 15 seconds after a call, the pre-filled category and summary is presented back to the agent. The agent reviews information and moves on to the next call. BirchAI's automated documentation is highly accurate and reduces average after call work (ACW) by up to 75 percent.

"We are excited to partner with Verint, an industry leader in customer engagement solutions. Together we can accelerate adoption of our next-generation automation solutions, to rapidly increase efficiency and accuracy, even in the most complex contact center environments like insurance, banking, and healthcare, where we already have common customers," says Kevin Terrell, CEO and cofounder of BirchAI.

BirchAI

“We’re pleased to add BirchAI to our partner community,” says Verint’s John Bourne, senior vice president, global channels and alliances. “Our platform extension partners bring innovative solutions to the Verint Marketplace that automate contact center operations, drive efficiencies, and improve customer engagement for our customers.”

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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.