OBSERVE·AI

Contact Center Excellence. Fueled by AI.

Powered by our proprietary 30 billion-parameter Contact Center LLM

Observe.AI transforms contact centers by using AI to analyze 100% of customer interactions across channels, boost agent performance, and automate workflows that accelerate sales and retention.

Real-Time AI
- Knowledge AI
- Auto Coaching
- Agent Assist
- Supervisor Assist

Auto Summary

Reporting & Analytics

Conversation Intelligence
VOICE • CHAT • EMAIL

Post-Interaction AI
- Screen Recording
- Auto QA
- Quality Assurance
- Agent Performance & Coaching

ISO 27001 CERTIFIED • PCI DSS COMPLIANT • AICPA SOC • GDPR • CCPA COMPLIANCE • HIPAA COMPLIANT • HITRUST CERTIFIED

Secure and Scalable Platform
Compliance • CCaaS, CRM, Knowledge Base Integrations • SSO

⚡ **Powered by Contact Center LLM and Generative AI** ⚡

Key Benefits

Improve retention with stellar customer experience

Analyze every customer conversation to drive higher satisfaction.

Increase sales conversion rates

Uncover performance gaps and coach to improve sales performance.

Expertly manage risk and compliance

Get visibility into and enforce mandatory disclosures and process adherence.

Drive operational efficiency at scale

Leave time-consuming processes behind with automated, efficient workflows.

How Observe.AI Works

Real-Time Agent Assist

Provide agents with live call guidance and recommendations that help them confidently sell or support customers.

Real-Time Supervisor Assist

Empower team leaders to monitor live call progress, provide timely coaching to agents, and save calls before they end.

Knowledge AI
⚡ Powered by Generative AI ⚡

Save the time agents spend manually searching knowledge bases by providing answers to customer questions.

Auto Summary
⚡ Powered by Generative AI ⚡

Completely eliminate manual after-call work by generating call notes in multiple formats in real-time or post-call.

Auto Coaching
⚡ Powered by Generative AI ⚡

Empower agent self coaching and enable them to correct mistakes before the next call with Auto Coaching insights.

Agent Performance & Coaching

More evaluations mean more insight into agent and rep performance—and opportunities to coach and train.

Quality Assurance

Identifying key moments at scale allows you to automate your QA process, increasing your evaluation volume exponentially.

Auto QA

Use automation to score 100% of your interactions so you can coach your agents based on reality.

Reporting & Analytics

Leverage analytics across your entire organization to create a powerful feedback loop that drives continuous improvement, whether you're focused on customer satisfaction or sales.

Contact Center LLM

Observe.AI's 30 billion-parameter, contact center large language model (LLM) that is trained on contact center data and delivers 33-35% higher accuracy than GPT models on tasks like summarization and sentiment analysis.

Conversation Intelligence

Our best-in-class AI engine identifies key moments at scale across 100% of agent and rep conversations, chats, emails, and more.

OBSERVE·AI

WE HELP YOU IDENTIFY THE TECHNOLOGY THAT MOVES YOUR BUSINESS FORWARD...

Then, we make sure those solution providers deliver on their promises so that you receive a maximum ROI.

DM
ENTERPRISE GROUP

About Us

We opened our doors in 2001 and have amassed over 700 clients. We serve our clients at a very high level, that's why our attrition rate is less than 1% historically.

Our Mission

We believe in a client-centric approach, tailoring our services to meet the unique needs and objectives of each organization. Our seasoned experts work closely with clients to understand their challenges, develop strategic roadmaps, and execute effective solutions.

Industries We Serve

- ✓ Retail
- ✓ Finance
- ✓ Manufacturing
- ✓ Public Services
- ✓ Healthcare
- ✓ Non-profit

Connectivity Services
We can deploy effective connectivity just about anywhere.

Managed Services
Take the day to day burden of uptime and support off your plate.

Dynamic Staffing
BPO solutions in the US, nearshore, and offshore.

UCaas and CCaaS
We are experts in selecting and deploying world class solutions.

Artificial Intelligence
Streamlining processes and improving operational effectiveness.

Security
We understand the risk of threats and can help you defend yourself against the bad actors of the world.

Call us for more info 📞 **888-357-5055**

📍 88 W. Front St. Keyport, NJ 07735   🌐 www.dmenterprise.net   ✉ info@dmenterprise.net