

Tetherfi Agent Sensei - AQM & Coaching

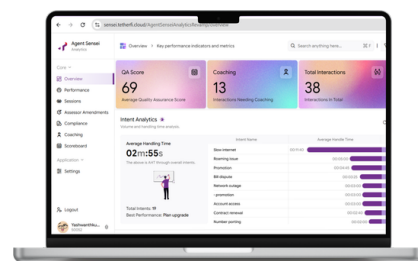
Edge AI-powered analytics, automated quality management, and intelligent coaching — designed to elevate contact center performance while keeping data secure and compliant.

Turn Every Interaction Into Actionable Intelligence

Tetherfi Agent Sensei is an Edge AI-powered Automated Quality Management (AQM) and Agent Coaching solution designed to replace manual, **subjective evaluations with objective, data-backed intelligence** — across **100% of customer interactions**.

Built for modern, regulated, and large-scale contact centers, Agent Sensei transforms every voice and digital interaction into **real-time insights, automated quality scores, and targeted coaching actions**, while keeping enterprise data secure and sovereign.

Developed by Tetherfi, Agent Sensei operates at the **Edge**, ensuring low latency, compliance readiness, and zero cloud dependency.



The Challenge

Traditional quality evaluation is manual, inconsistent, and limited to small samples — resulting in biased scoring, delayed feedback, and poor visibility into true agent performance.



The Agent Sensei Mission

To move organizations from subjective, sample-based reviews to continuous, AI-driven quality intelligence — delivering consistency, efficiency, and measurable performance improvement.

What Agent Sensei Delivers?

- **100% interaction analysis** (voice & digital)
- Objective and consistent **AI scoring**
- **Real-time** insights into CX, compliance, and performance
- Actionable **coaching** for agents and supervisors
- **Secure Edge AI** deployment for regulated environments

Quality becomes continuous. Coaching becomes precise. Performance becomes predictable.

Key Features

1. Automated Quality Management (AQM)



- ✓ AI-powered evaluation across 100% of interactions
- ✓ Instant AI Quality Scores per session
- ✓ Configurable scorecards with weighted KPIs
- ✓ Standardized quality assessment across all channels

2. Advanced Interaction Analytics



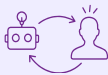
- ✓ Full-context conversation transcripts
- ✓ Automated sentiment detection
- ✓ Intent categorization and trend analysis
- ✓ AI-generated interaction summaries
- ✓ Word clouds and performance visualization

3. Compliance & Risk Monitoring



- ✓ SOP validation and policy adherence
- ✓ PDPA and regulatory compliance guardrails
- ✓ Automated complaint and risk tracking
- ✓ Business-defined flags and alerts

4. AI-Powered Coaching & Agent Coach Inbox



- ✓ Automatic identification of coaching needs
- ✓ AI rationale explaining quality scores
- ✓ Agent Coach Inbox with multi-channel insights
- ✓ Performance insights grouped by agent, team, or business unit

5. Agent AI Mind Map



- ✓ Visual “what-if” conversation paths
- ✓ Alternative dialogue recommendations
- ✓ Sentiment retention and conversation mastery

6. Edge AI & Sovereign LLM Ready



- ✓ Runs securely within enterprise infrastructure
- ✓ Low-latency, real-time intelligence
- ✓ Can be powered by sovereign or on-prem LLMs
- ✓ Designed for regulated and data-sensitive industries

Why Tetherfi Agent Sensei?

- **100% coverage** — no sampling gaps
- **Objective**, AI-led evaluations
- Built for **Edge, compliance, and sovereignty**
- **Seamless fit** with unified agent desktop and workflows
- Proven enterprise **CX and AI expertise**



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