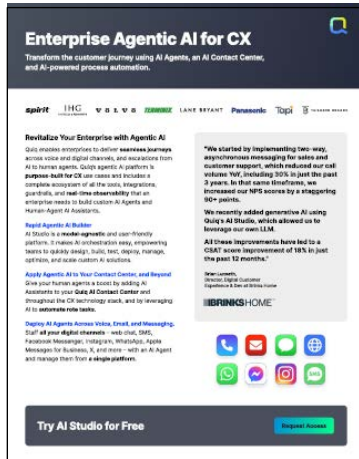




carahsoft.



# Enterprise Agentic AI for CX

Thank you for downloading this Qiiq resource. Carahsoft is the distributor for Qiiq's AI and ML solutions available via NASA SEWP V and many more contract vehicles.

To learn how to take the next step toward acquiring Qiiq's solutions, please check out the following resources and information:



For Qiiq overview:  
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For additional resources:  
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For additional Artificial Intelligence:  
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To set up a meeting:  
[Qiiq@Carahsoft.com](mailto:Qiiq@Carahsoft.com)



To purchase, check out the contract vehicles available for procurement:  
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For more information, contact Carahsoft or our reseller partners:  
[Qiiq@Carahsoft.com](mailto:Qiiq@Carahsoft.com) | 571-662-4235



# Enterprise Agentic AI for CX

Transform the customer journey using AI Agents, an AI Contact Center, and AI-powered process automation.

**spirit**

**IHG**  
HOTELS & RESORTS

**V O L V O**

**TERMINIX**

LANE BRYANT

**Panasonic**

**Tapi**

**TB** TAILORED BRANDS

## Revitalize Your Enterprise with Agentic AI

Quiq enables enterprises to deliver **seamless journeys** across voice and digital channels, and escalations from AI to human agents. Quiq's agentic AI platform is **purpose-built for CX** use cases and includes a complete ecosystem of all the tools, integrations, guardrails, and **real-time observability** that an enterprise needs to build custom AI Agents and Human-Agent AI Assistants.

### Rapid Agentic AI Builder

AI Studio is a **model-agnostic** and user-friendly platform. It makes AI orchestration easy, empowering teams to quickly design, build, test, deploy, manage, optimize, and scale custom AI solutions.

### Apply Agentic AI to Your Contact Center, and Beyond

Give your human agents a boost by adding AI Assistants to your **Quiq AI Contact Center** and throughout the CX technology stack, and by leveraging AI to **automate rote tasks**.

### Deploy AI Agents Across Voice, Email, and Messaging.

Staff **all your digital channels** – web chat, SMS, Facebook Messenger, Instagram, WhatsApp, Apple Messages for Business, X, and more – with an AI Agent and manage them from **a single platform**.

**"We started by implementing two-way, asynchronous messaging for sales and customer support, which reduced our call volume YoY, including 30% in just the past 3 years. In that same timeframe, we increased our NPS scores by a staggering 90+ points.**

**We recently added generative AI using Quiq's AI Studio, which allowed us to leverage our own LLM.**

**All these improvements have led to a CSAT score improvement of 18% in just the past 12 months."**

Brian Lunseth,  
Director, Digital Customer  
Experience & Dev at Brinks Home

**BRINKSHOME™**



**Try AI Studio for Free**

**Request Access**

## Seamless integrations.

Quickly connect with your CX stack straight out of the box, or easily build custom integrations for your unique needs.

### Integrate into all your enterprise systems.

Easily **extend the power of Quiq's agentic AI** into all the enterprise systems your team uses today.

### Build your perfect CX environment.

Quickly connect your human and AI agents to vital business systems and data through **custom integrations** – no compromises, no limitations.



## Insights to action.

Measure your contact center and AI agents' performance side by side, with data portability, no silos.

### Contact Center Reporting

Track the metrics that matter with **real-time and historical reporting** customized to your business needs.

### Agentic AI Reporting

Track your AI agents' most important KPIs and core metrics, and **drill into every user turn** for a detailed understanding of each metric.

### Seamless Integration / Data Portability

Import and export relevant metrics for **better decision-making** and operational efficiency.

Greater  
Efficiency

Reduced  
Costs

Fully  
Customizable

Maintain  
Control

Instant  
Scalability

**“By integrating generative AI into our support site, we’re enhancing customer satisfaction through faster, more precise answers, freeing up our team to tackle more complex issues. Speed to resolution has been the most impactful benefit we’ve seen so far.”**

Troy Nelson,  
Senior Vice President of Digital Servicing  
and Customer Experience at BODi®

**BODi**

**88%** Containment rate (BODi)

**2X** Increase in click-outs on booking links (Accor)

**33%** Reduction in escalations to human agents (National Furniture Retailer)

**42%** Increase in CSAT (Molekule)

**90+** NPS score (Brinks)