TP.ai FAB
Assist ™

Helping brands elevate quality as they scale

As operations grow, maintaining consistent quality becomes a challenge as brands strive for customer satisfaction and loyalty.

Discover how TP.ai FAB Assist can be your strategic enabler of business growth.

SOLUTION

The intelligent assistant for TP experts

Always attentive, reliable, and ready to ensure the best experience for customers and business growth.

TP.ai FAB Assist brings the power of AI directly to the frontline with TP experts through an intuitive interface that accompanies them in every interaction, providing real-time guidance, proactive support, and continuous access to knowledge and tools, all seamlessly integrated with CRMs.

It continuously evolves, incorporating new modular capabilities that enhance performance and improve the overall experience.

KEY BENEFITS

Fast to adopt
Designed for intuitive use, no complex setup nor training is required, ensuring immediate value and quick results

Built for scale and seamless integration
Works effortlessly across CRMs and existing tools through open APIs and modular architecture, enabling secure, enterprise-wide AI adoption

Tailored to every experience
A horizontal solution adaptable to each client's workflows, data, and brand, making every deployment feel native and purpose-built

Human + AI synergy
Combines real-time knowledge, proactive suggestions, and intelligent automation with human empathy and judgment, delivering consistent, high-quality experiences

CAPABILITIES AND RESULTS

Each new capability amplifies the impact of your results

Enhance your customer experience as TP.ai FAB Assist evolves with new capabilities.

From accent softening to response generation and proactive support, every feature works in harmony to elevate performance, quality, and consistency.

Delivering real results

25%
DECREASE IN AHT

12.6
REAL-TIME PROACTIVE SUGGESTIONS PER SESSION TO BOOST PRODUCTIVITY

95%
INTERACTIONS SUPPORTED BY KB

Capabilities and features

Knowledge Base
Summarization
Suggestions
Quick Responses
Next-Best Action
Translations
Voice Transcription
Accent Softening
Compose

Customer:
My order is late.

TP Expert:
I'm really sorry about that. Let me check it for you right away.

AI Suggestion
Order #5472 shows a delay due to carrier issue — estimated delivery tomorrow.

TP.ai FAB Assist empowers your operations to drive business growth

We combine technology, analytics, design, and consulting to deliver on-demand solutions and accelerate digital transformation through the Security as a Service (SECaaS) model.

Contact us

to discover more about our TP.ai FAB Assist.

tp.com