

Hexaware

Smart Knowledge Assist

AI-Powered Knowledge Recommendations

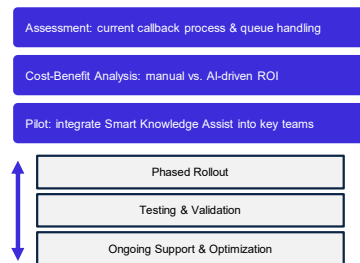
The Right Answer, Right in the Agent Workspace

Smart Knowledge Assist is an intelligent knowledge management and agent assistance solution that improves support efficiency by delivering contextual knowledge recommendations directly within the agent workflow. It analyzes customer issues, conversation context, and agent search behavior to recommend the most relevant knowledge articles in real time, right inside the Amazon Connect Agent workspace. By combining AI-driven recommendations with governed knowledge management, it improves service quality, reduces resolution times, and enhances support team productivity.

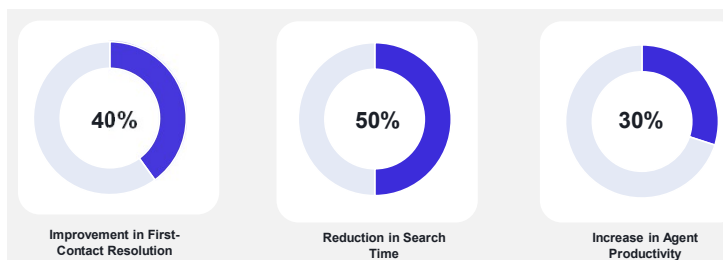
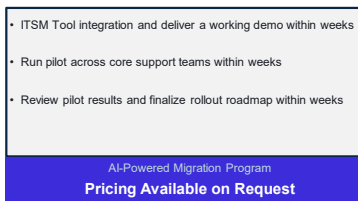
Why Move to Smart Knowledge Assist?

ELIMINATE	- Fragmented knowledge repositories & manual search - Inconsistent troubleshooting guidance - Low first-contact resolution rates
BOOST	- Real-time, contextual knowledge recommendations - AI-driven search & relevance ranking - Governed, analytics-backed knowledge management

Move Fast with a Guided Rollout



Next Steps? — Join Our Pilot Program



To kick-start your app-based calling journey, please contact your Hexaware representative.

Learn more at <https://www.hexaware.com>

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