

# AI Whisperers™

## AI-CERTIFIED LIVE AGENTS

AI Whisperers™ are AI-certified live agents who fuse human empathy + understanding with machine intelligence to elevate digital customer experiences.



### The Problem with AI Alone

Your customers expect instant, personalized service—but AI chatbots often feel robotic, miss context, or frustrate users when things get complex. The result? Abandoned conversations, escalated complaints, and a brand experience that feels more automated than authentic.

### What AI Whisperers Do

#### Identify

#### Test

#### Improve

- **Spot** opportunities for automation
- **Recommend** updates to AI responses & knowledge sources
- **Flag** when digital agents miss tasks or misunderstand customers
- **Support onboarding** and testing of AI tools pre and post launch
- **Perform QA and bias testing** to ensure accuracy and fairness
- **Review exceptions** found through AI-QA
- **Provide feedback on AI** tone, sentiment, and escalations to live agents
- **Share ideas to automate** more transactions and enhance performance
- **Help refine prompts** and designs for better outcomes

Experiences that are smarter, faster, and more human.



Faster Resolution Times



Reduced Operating Costs



Higher CSAT scores



Improved AI Accuracy

## Why AI Whisperers Make a Difference

No one knows your customers better than your live agents. While IT handles the technical setup, your agents are on the front lines every day, hearing frustrations, understanding needs, and building relationships. They know what actually works.

That's why Humach's AI Whisperers partner directly with your team. We bring AI-certified expertise to work alongside your agents, your Technology Enablement Team, and your digital platforms—ensuring your AI doesn't just function, it flourishes.

## How It Works



### Benefits for Your Business

- Cost-effective AI expertise without hiring in-house specialists
- Improved technology performance and ROI
- Stronger, more consistent customer experiences
- Scalable support as your AI needs grow

### Benefits for Your Team

- Enhanced agent empowerment through AI collaboration
- Career development and upskilling opportunities
- Reduced burnout with smarter workload distribution
- Future-proof workforce ready for AI-driven CX

### Perfect For:

- ✓ Companies scaling customer service operations without sacrificing quality
- ✓ Brands implementing or struggling with AI chatbots and voice agents
- ✓ Organizations where customer experience is a competitive advantage

## Ready to Transform your AI Experience?

Let's show you what AI Whisperers can do for your brand.