

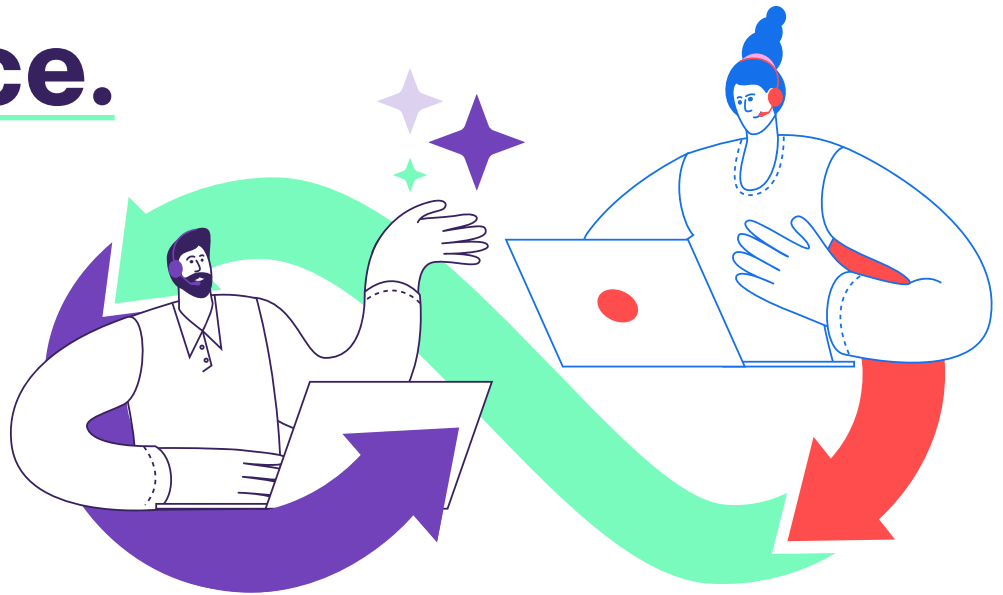
To build the world's  
best CX platform,  
you need the best-  
in-class AI and the  
best people.



Crescendo has joined forces with PartnerHero to launch an advanced suite of customer experience services, powered by Augmented AI.

# Augmented AI is the future of customer experience.

By combining best-in-class generative AI with a world-class outsourced CX team, Crescendo and PartnerHero have created a trailblazing solution that enhances customer engagement while reducing costs. Humans are involved at every stage, ensuring the AI amplifies human expertise rather than replacing it.



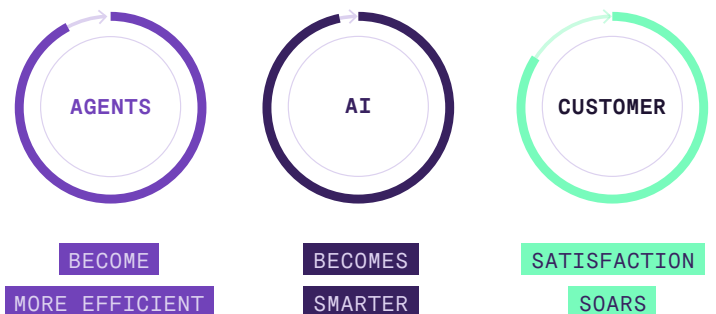
## Augmented AI

A blend of advanced AI, and human expertise, used to deliver an exceptional omnichannel customer experience.

Imagine having automated customer support that speaks 50+ languages, available 24/7 to resolve inquiries faster than your best agents, no matter how complex the product or situation. That's Crescendo. Now, picture the more exceptional inquiries being seamlessly escalated to the world's top CX team where experts collaborate with AI to provide outstanding customer service. [That's the power of Crescendo + PartnerHero.](#)

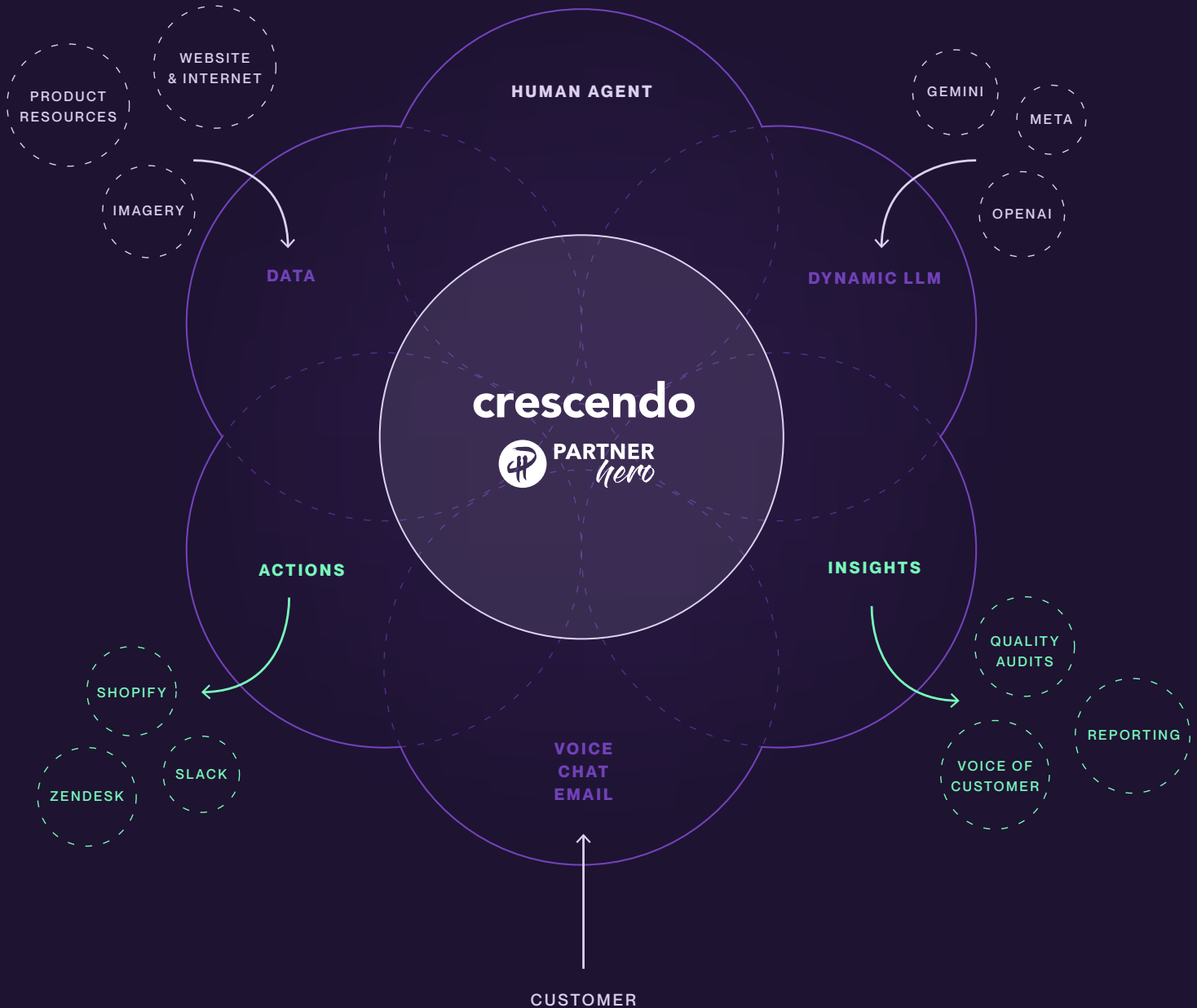
The platform blends PartnerHero's human expertise with Crescendo's advanced AI to deliver an outstanding omnichannel customer experience, whether through voice, chat, or email. The result? Fast, accurate, and empathetic

resolutions that continuously improve with every interaction, maintaining the personal touch and quality your customers expect, even as you scale.



Our CX professionals don't just resolve complex inquiries, they actively fine-tune the AI, improving its capabilities and knowledge base. This relationship creates a powerful flywheel: agents become more efficient, AI becomes smarter, and customer satisfaction soars. [It's a win-win: humans leverage AI to its full potential, and AI empowers humans to deliver exceptional service at scale.](#)

# The power of Augmented AI.



Together, Crescendo and PartnerHero are driving the adoption of Augmented AI in customer service, offering a unique solution that increases customer engagement, generates

powerful business insights, and delivers support at a lower cost, transforming customer service from a cost center into a strategic advantage. Pairing expert human

teams with this full stack service of knowledge management, continuously optimized AI deployment, and systems integration creates the most valuable CX business solution on the market.

# Human touch.

# AI horsepower.

# Performance-based pricing.



The future of CX is Augmented AI, where our expert professionals work hand-in-hand with generative AI. Our scalable platform optimizes both frontline and back-office operations, using Augmented AI to automate support, monitor agent performance, and ultimately replace low-response customer surveys with 100% accurate feedback. We are confidently delivering experiences that exceed expectations, which is why we offer performance-based pricing, where you only pay for successful outcomes. [This allows CX teams to focus on creating meaningful, personalized customer experiences with complete visibility, all while meeting budget goals.](#)


Crescendo offers the most complete AI-based Voice-of-Customer solution on the market for automated interaction analysis. Instead of requesting optional surveys, the VoC tool continuously analyzes every conversation, automatically scoring the AI's ability to solve the customer's problem without any survey follow-ups or room for human error. With turn-by-turn evaluations, our success team quickly identifies specific knowledge content and automation behaviors that need improvement. Crescendo's Quality Assurance also provides fully automated in-depth performance reports, improving productivity and the coverage of quality audits.

**DISCOVER HOW CRESCENDO AND PARTNERHERO'S AUGMENTED AI CAN TRANSFORM YOUR CUSTOMER EXPERIENCE. >>>**

OTHER SOLUTIONS	CRESCENDO & PARTNERHERO
AI (SaaS)	Augmented AI (Humans + Tech)
Deflection	Engagement
Handoff	Collaboration
Costly Implementations	Implementation Included
Costly Managed Services	Full Service
Engineering Costs	Integrations Included
Quality Measured	Quality Guaranteed

**They Deflect We Connect**

[CRESCENDO.AI/AUGMENTEDAI](https://Crescendo.AI/AUGMENTEDAI)    [PARTNERHERO.COM/AUGMENTEDAI](https://PARTNERHERO.COM/AUGMENTEDAI)

 SEND ACCURATE, EMPATHETIC RESPONSES IN SECONDS

 IMPROVE CUSTOMER ENGAGEMENT WHILE LOWERING COSTS

 AUTOMATE YOUR QA FOR 100% VoC FEEDBACK