THE FUNCTIONARY | Right CX

DATA SHEET

AI-Assisted Customer Support Built Around Your People



~20% of Time

20% of the average workweek can be spent searching for and gathering information.

McKinsey Global Institute

76% Overwhelmed

76% of contact center leaders say agents are overwhelmed by the systems and data they have to manage.

Deloitte Digital, 2024 Global Contact Center Survey

1% that Matters

1% improvement in first-call resolution can drive a corresponding 1% improvement in customer satisfaction and 1% reduction in operating costs.

SQM Group FCR research

AI-Assisted Support From Interaction to QA

RightCX is an AI-assisted customer support suite from The Functionary that helps contact center teams improve how customer interactions are handled, supported, and evaluated.

RightCX works within your existing operations, using your knowledge base, customer data, processes, and QA standards to give agents better support in the moment, automate repetitive work, and give managers greater visibility into performance.

Solve the Gaps That Slow Customer Support Down

Agents can't find the right information fast enough
Knowledge is often spread across ticketing systems, CRM records, documents, and multiple knowledge sources. Agents search while the customer waits, rely on memory, or put the customer on hold.

Processes change faster than static playbooks
Product information, policies, procedures, and customer requirements are constantly changing. Agents can end up using outdated information and end up adding to customer dissatisfaction.

Customer context gets lost between interactions
Agents may need to search across systems to understand what happened before. RightCX brings relevant customer and ticket history into the interaction, then drafts the call notes or support ticket at wrap-up so the next interaction starts with better context and the agent can move on faster.

Compliance depends too heavily on the agent remembering every step
Required disclosures, identity verification, escalation procedures, service levels, and other process requirements can be missed when agents have to manage them manually.

Manual QA only sees a fraction of what is happening
Traditional QA typically evaluates a small sample of interactions. Problems with compliance, customer experience, escalation risk, and coaching can remain hidden until well after the interaction.

KEY BENEFITS

Support agents in real time

- Reduce time spent searching for information
- Reduce hold and handle times
- Give agents immediate access to current knowledge
- Provide more consistent responses across teams
- Auto-drafts call notes so agents can move to the next call faster

Improve agent readiness

- Reduce reliance on memorization
- Support faster training and ramp-up
- Give new and experienced agents the same process guidance

Expand QA coverage

- Score 100% of interactions against your defined rubric
- Apply the same criteria consistently across agents and teams
- Identify compliance and performance gaps earlier

Keep people in control

- Agents can override or manually navigate live guidance
- Managers can review and overturn QA scores
- Human feedback helps improve the system over time

THE FUNCTIONARY | Right CX

One AI-Assisted Customer Experience Suite. Three Connected Modules.

LIVE AGENT ASSIST

Give agents the right guidance while the conversation is happening.

RightCX listens to the conversation and provides real-time support based on the customer, the issue, and your operating procedures.

Key capabilities:

- Activates the right troubleshooting guide or workflow
- Advances through steps based on what the customer says
- Lets agents manually navigate when needed
- Tracks required disclosures, verification, and process steps
- Answers agent questions using your knowledge base
- Pulls relevant customer and ticket context from connected systems
- Detects conversation signals such as customer frustration and gives guidance on the best response
- Auto-drafts call notes and follow-on tickets from the conversation for agent review and submission.

Designed to improve: handle time, hold time, consistency, agent confidence, training time, and first-call resolution.

AUTOMATED QA SCORING

Move from limited sampling to consistent review across every interaction.

RightCX combines the interaction transcript with information from your knowledge base, CRM, ticketing systems, and QA requirements to evaluate what happened against what should have happened.

Key capabilities:

- Scores 100% of interactions against your QA rubric
- Evaluates compliance, process, service levels, and customer experience criteria
- Flags failed criteria and high-risk issues for review
- Provides interaction summaries, sentiment, scores, and details
- Identifies trends and recurring performance gaps
- Supports agent disputes and manager review
- Creates a human feedback loop so managers remain in control

Designed to improve: QA coverage, compliance visibility, coaching, consistency, and supervisor efficiency.

AI AGENT

Automate customer inquiries without removing the human path.

RightCX AI agents use your knowledge base to respond to customer inquiries and handle appropriate interactions automatically.

When an issue requires human judgment or support, the interaction can be escalated to a human agent rather than forcing the customer through an automated process that cannot resolve the issue.

Key capabilities:

- Real-time transcription and translation built into every conversation.
- Automatic language switching, speakers can change language mid-conversation, with no manual setup

Designed to improve: response capacity, availability, repetitive inquiry handling, and the transition between automated and human support.

How RightCX Works

1 **Capture**

The customer interaction begins and RightCX captures the conversation.

2 **Guide**

Live Agent Assist activates the appropriate workflow and provides real-time support.

3 **Answer**

Agents get answers in the context of the conversation, then RightCX auto-drafts the call notes at wrap-up.

4 **Score**

Automated QA evaluates the interaction against your defined criteria.

5 **Review**

Supervisors review performance, identify gaps, and use the results for coaching and continuous improvement.

ENTERPRISE-READY

SOC 2 Type I | 100% US data residency | HIPAA and BAA support

Encryption in transit and at rest | No model training on customer data | Zero retention by AI providers

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