

Trellissoft Introduces Live AI Agent Assist for Real Time Agent Support

New downloadable capability delivers real time guidance, instant knowledge access, and compliance support during live customer conversations



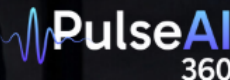
New in PulseAI360

LIVE AI AGENT ASSIST

Real Time Intelligence for Agents

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www.trellissoft.ai/pulseai360

 PulseAI
360

San Jose, California Jan 21, 2026 (Issuewire.com) - Trellissoft today announced the launch of **Live AI Agent Assist**, a new capability introduced within its customer experience intelligence platform, **PulseAI360**. Available as a downloadable application, Live AI Agent Assist is designed to support contact center agents during live customer conversations by delivering real time intelligence,

contextual guidance, and compliance aligned responses.

As customer expectations continue to rise, enterprise contact centers face increasing pressure to deliver faster resolutions, consistent service quality, and regulatory compliance across every interaction. Live AI Agent Assist addresses these challenges by embedding AI powered assistance directly into live conversations, enabling agents to stay focused on customers instead of navigating multiple systems.

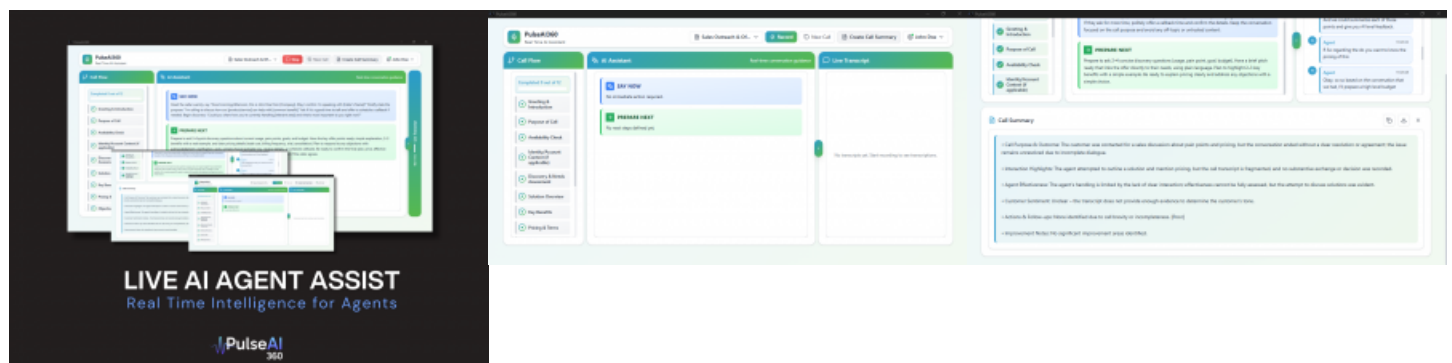
Live AI Agent Assist listens to conversations in real time and provides live transcription, intent detection, instant knowledge retrieval, guided response suggestions, and automatic call summaries. This enables agents to respond more accurately, reduce handling time, and maintain consistency across customer interactions.

"Contact center performance is defined in the moment of the conversation," said **Ramakrishnan R, Vice President - Operations at Trellissoft**. "With Live AI Agent Assist, we are introducing a real time intelligence layer within PulseAI360 that works alongside agents as conversations unfold. This allows enterprises to improve agent effectiveness, maintain compliance, and deliver high quality customer interactions at scale."

The new capability is designed for enterprise contact centers across industries such as banking and financial services, insurance, healthcare, telecom, retail, and technology, where accuracy, speed, and compliance are essential.

Live AI Agent Assist is now available as a downloadable application. Organizations can request access through the PulseAI360 product page and receive a secure download link via email.

To download and learn more about Live AI Agent Assist and PulseAI360, visit <https://trellissoft.ai/pulseai360/>



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Source : Trellissoft Inc.

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