

# Modern Sender Intelligence

Equip frontline teams with unified, AI-assisted insight to reduce time and improve outcomes

Customer information is fragmented across systems, slowing frontline resolution. Agents lack unified transaction views, AI summarization is absent, and limited fraud context increases handle times and reduces satisfaction.

## What's holding you back

- Disconnected sender profiles across systems
- Manual data retrieval slowing agents
- No unified transaction view
- Limited AI summarization
- Data overload without prioritization

## What success looks like

- › Reduced average handle time
- › Increased first-call resolution
- › Improved customer satisfaction
- › Fewer disputes escalated
- › Agents equipped with real-time risk context

## How evolV helps



**Creates unified sender intelligence layer** with AI summarization and role-based controls



**Embeds insights into workflows** agents use daily for faster, more informed decisions



**Provides real-time risk context** improving fraud detection and cross-sell opportunities

## Why evolV?

- **Frontline intelligence** expertise for customer-facing teams
- **Proven** handle-time and satisfaction improvements
- **AI-assisted** summarization that agents trust
- **Experience** integrating customer, transaction, and risk data