

saarthee

maiATS

AI Agent Training Simulator

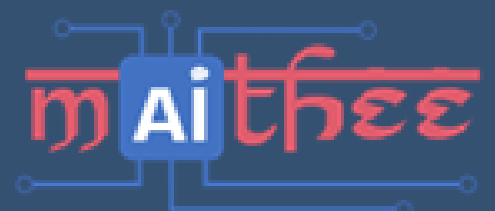
ACCELERATING TRAINING. BOOST SALES. ELEVATE CUSTOMER EXPERIENCE.

**An AI-driven Training Platform Built on Agentic AI,
Intelligent Call Labeling, and Quantitative and Qualitative
Voice Analytics**



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www.saarthee.ai



LIVE DEMO | PILOT WITH REAL AGENTS | CUSTOMISE YOUR INDUTRY

Traditional agent training is slow, static, and disconnected from real customer conversations. maiATS changes that.

WHAT IS maiATS?

maiATS is an AI-powered, scenario-based training and evaluation platform that allows call center agents to observe, practice, and master real customer interactions—before they ever speak to a live customer.

maiATS is a safe, realistic simulation environment where agents:

- ▶ Practice real customer based scenarios via chat and voice
- ▶ Receive instant AI-driven feedback and scoring
- ▶ Improve confidence, compliance, and customer outcome
- ▶ Training curriculum built on AI labeled data, Quantitative Call Data, Qualitative Call Data.

All training is parameter-driven, policy-aligned, and fully configurable by your business teams.

HOW maiATS WORKS?

1. Observe Excellence

Agents review GOOD, BAD, and GREAT example conversations to understand expectations clearly.

2. Practice Safely

Agents interact with AI customers in chat or voice, handling real scenarios, emotions, and objections.

3. Get Evaluated Instantly

AI evaluates every interaction against:

- ▶ KPIs
- ▶ Soft skills
- ▶ Product accuracy
- ▶ Compliance rules
- ▶ NBO execution

4. Improve Continuously

Agents receive line-by-line feedback, strengths, improvement areas, and overall performance ratings.

WHY maiATS?

✗ The Old Way

- Classroom training & static scripts
- Shadowing without consistency
- Delayed or subjective QA feedback
- Long time-to-productivity
- High training and re-training costs

✓ The maiATS Way

- Realistic AI customer conversations
- Unlimited practice, zero customer risk
- Instant, objective feedback
- Faster onboarding & upskilling
- Consistent quality across teams

WHO IS maiATS FOR?

- Call Center Operations
- Training & L&D Teams
- Quality & Compliance
- CX & Digital Transformation Leaders
- Banking, Telecom, Insurance & Enterprise Contact Centers

BUSINESS IMPACT

-  Faster agent onboarding
-  Higher First Call Resolution (FCR)
-  Improved sales conversion
-  Better CSAT & NPS
-  Stronger compliance consistency
-  Reduced QA and training costs

TURN TRAINING INTO MEASURABLE PERFORMANCE