

Virtual assistant technology for customer service channels



Chatbot for customer service channels



Opportunity

A large number of customer service requests are generic, and often repetitive, thus they do not require comprehensive expert knowledge. These requests could be handled automatically without involving actual FTEs.



Key Benefits

- Customer service queries can be resolved faster
- More issues can be handled within the same timeframe
- Reduced manual administration
- Customer service employees could focus on other tasks, such as more complex cases, analysis, reporting, quality control
- Enabling the virtual assistant to 'learn' over time, gradually improve the quality of the solutions it can provide.



Solution Description

Chatbots & virtual assistants:

Use AI powered chatbots that can handle common customer inquiries and provide real time assistance. AI algorithms use natural language processing and machine learning to understand customer queries, offer personalised responses and escalate complex issues to human agents when necessary.

Call center scripting:

AI can generate dynamic scripts for call center agents that adapt based on customer responses.