

# Modernized Contact Center Solutions

## Enhance the customer experience and deliver insights

### Challenges:

- **Increasing volume of customer inquiries** about **repetitive topics** prevent agents from addressing high-priority issues
- **High cost** of hiring, training, and retaining agents
- Call center agents **can't efficiently capture insights** from customer interactions
- **Call routing can be complex**, requiring multiple handoffs and long wait time leading to poor customer experience

### Outcomes:

- **Provide improved customer access** with 24/7 chatbots, IVR, and voice assistant support
- **Manage fluctuations and increases in customer inquiries** without hiring additional agents
- **Gain valuable insights** from data and analytics captured from every interaction
- **Implement automated call routing strategies** to increase operational efficiency

## Our Accelerator Solutions

### Conversational Azure OpenAI:

Enables you to create content once and deploy it simultaneously to multiple automated channels with a single click.

- **Reduce cost per interaction** by addressing routing and repetitive inquiries
- **Experience a next-day, no-cost, no-code Proof of Concept** that includes multi-turn, multi-lingual conversation and unified analytics across all channels

### Call Center Intelligence:

Automated transcription for real-time conversations and batch call recordings to streamline call center operational and deliver rich insights to the business.

- **Reduce repetitive conversations** by instantly delivering call data to downstream applications for use and analysis
- **Easily deploy** the accelerator with pre-configured IP from Microsoft

## Customer successes



### Insurance: Allstate

The insurer leveraged Azure Cognitive Services to create a **custom speech model that recognizes insurance vocabulary** and deploy a transcription service that automatically captures customer calls as text. They now automatically ingest all information from a single customer call to initiate the claims process. The **enhanced customer experience** is increasing customer satisfaction and brand affinity.



### Retail: Diedrich Espresso

A Western Washington coffee chain implemented Conversational AI by **deploying content to Google Assistant, Alexa and a website chatbot** to help existing and prospective customers in finding the nearest store locations in a hands-free manner. With no IT staff support, the owner of this 17-store coffee chain was able to **deploy to voice assistants and their chatbot** in just one day.



### Government: Montgomery County, Maryland

Using Conversational AI, Montgomery County accelerated the implementation of a support solution for its **311 Customer Service Center and department of Health and Human Services**. By taking advantage of this immediate, no-code accelerator solution, they **lowered costs and provided 24/7 customer service**.



### Professional Services: KPMG

Using Microsoft Azure Cognitive Services, KPMG built a new risk analytics accelerator for its clients. The accelerator uses AI to streamline call transcription, translation, and fraud analytics. The accelerator **improved the firm's analytics services and outcomes** for both KPMG and their clients while **cutting time, cost, and effort by as much as 80%**.



### Health & Life Sciences: Centers of Disease Control and Prevention (CDC)

The CDC released Microsoft Healthcare bot service to **quickly assess and triage new cases and guide next steps**. The chatbot fielded over 1.5M messages daily during the COVID-19 pandemic, preventing healthcare systems from becoming overwhelmed and **expediting the path to care for those who needed it the most**.

## Kick-off



Learn more about the **Modernized Contact Center Solutions** and view a demo.

## Proof of Value



Optional accelerator code walk-through and prototype creation based on sample data for testing.

## Proof of Concept



For the **Conversational Azure OpenAI Accelerator** build and deploy a next day, no-cost, no-code POC.

For **Call Center Intelligence Accelerator** quickly build and deploy a POC with the support of Microsoft technical specialists and partners.

## How to get started

Contact your Microsoft specialist for a demo and to discuss prerequisites, next steps, and your questions.