Microsoft Azure

Modernized Contact Center Solutions

Enhance the customer experience and deliver insights

Challenges:

- Call center agents **can't efficiently capture insights** from customer interactions

- **Increasing volume of customer inquiries** about **repetitive topics** prevent agents from addressing high-priority issues

- **High cost** of hiring, training, and retaining agents

- **Call routing can be complex,** requiring multiple handoffs and long wait time that lead to poor customer experience

Outcomes:

- **Gain valuable insights** from data and analytics captured from every interaction

- **Provide improved customer access** with 24/7 chatbots, IVR, and voice assistant support

- **Manage fluctuations and increases in customer inquiries** without hiring additional agents

- **Implement automated call routing strategies** to increase operational efficiency

Our Accelerator Solutions

Conversational AI:

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

zammo.ai

Custom 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 to 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** as opposed to only during business hours.

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 KMPG 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	Proof of Value	Proof of Concept
Learn more about the Modernized Contact Center Solutions and view a demo.	Optional accelerator code walk-through and prototype creation based on sample data for testing.	For the **Conversational AI 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.