4th- IR Virtual Customer Assistant

Transform the Customer Experience

The customer service landscape

The customer service landscape is evolving at an unprecedented pace with AI-empowered tools and innovative technology. Artificial Intelligence is elevating customer experiences and support automation is streamlining customer service operations.

Automation today is an essential component of customer support operations and teams, influencing consumer behaviors and expectations - greater personalization, faster service, and more self-service support options. The AI transformation of customer experiences is becoming more widespread and we can expect to see automation taking over some of the roles handled by customer service agents.

Our Virtual Customer Assistant leverages data to transform engagement and manage the entire customer lifecycle; constantly acquiring knowledge about customer preferences and keeping up with ever-changing contexts.

Facts & Figures

29% of customer service agent duties have the potential to be automated with technology.

56% of multimedia and tech companies plan to implement AI-powered contact center technology.

AI-powered Chatbots and Virtual Agents can save businesses up to **30%** on customer service costs.

Sources: McKinsey / Deloitte / Chatbots Magazine

Challenges tackled by the 4th – IR Virtual Customer Assistant

- **Customer Service Delays**
  Delays occur when a customer cannot reach the right person quickly

- **Inconsistent Customer Service delivery**
  Customer agents are challenged to prioritize next steps in the customer lifecycle causing delays, inaccuracies, and inconsistent outcomes

- **Lack of Knowledge Retention**
  Manual processes & multiple data sources challenge customer service agents to quickly find the right information

Features

Sentiment Analyzer
Analyzes text for tone, intent and attitude

Style Transformer
Highlights & tags contextual dependencies for review

Information Recommender
Presents content based on customer behavior & profiles

Discrepancy Reviewer
Identifies similarities & discrepancies

Subject Matter Expert – Q&A
Answers questions based on reviewed text

Advantages

Improved user engagement

Personal and natural conversations improve user engagement and build trust

24/7 customer care

AI-powered tools enable round-the-clock customer care to increase customer retention

Automated processes

Unprecedented customer support automation eliminates potential human errors

The Virtual Workforce of the Future

We're unlocking the collaborative intelligence between humans and machines to transform the future of work, so every company achieves competitive advantage by leveraging Artificial Intelligence.