Customer Engagement Suite (CES) building blocks

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In this module, you learn about ...

01 CES foundational blocks

02 Empowering customer service

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01	CES foundational blocks
02	Empowering customer service

CES conversational core

The Customer Engagement Suite Platform consists of a conversational core that supports three pillars.

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Conversational Agents

First pillar of the conversational core

Gives customers 24/7 access to immediate conversational self-service, with seamless handoffs to live agents for more complex issues.

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Conversational Agents benefits

Immediate help

24/7, customers can reach out to your brand and self-serve in the conversation.

Conversational Agents benefits

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24/7, customers can reach us in your brand and self-serve in the way that's most natural to them, a conversation.

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Get answers fast
NLP can parse topics based on the conversation, identify customer intent and automatically respond accurately.

Conversational Agents benefits

Immediate help

24/7 customers can reach out to your brand and self-serve in the way that's most natural to them: a conversation.

Get answers fast

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Seamless transitions
If a human agent is required, seamless transitions provide context, transcripts and real-time turn-by-turn guidance.

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Agent Assist

Second pillar of the conversational core

Empowers agents with continuous support during their calls by identifying intent and providing real-time, step-by-step assistance.

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Agent Assist benefits

Continuous support
Provides the context necessary for a seamless transition, then stays active in the conversation behind the scenes.

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Agent Assist benefits

Continuous support
Provides the context necessary for a seamless transition, then plays active in the conversation behind the scenes.

Real-time assistance
Delivers information, workflows, and turn-by-turn guidance to agents in real time, ensuring a consistent experience.

Agent Assist benefits

Continuous support
Provides the context necessary for a seamless transition, then stays active in the conversation behind the scenes.

Real-time assistance
Delivers information, workflows, and tools by text guidance to agents, in real time, ensuring a consistent experience.

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Knowledge feedback
Let agents provide feedback on article relevance – which helps improve your models.

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Insights

Third pillar of the conversational core

Uses natural language processing to identify call drivers, popular questions, and other information that helps contact center managers learn about customer interactions to improve call outcomes.

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Insights benefits

Know your customers
Leverage IruTru to identify the reasons customers are contacting your business.

Insights benefits

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Leverage ML/AI to identify the reasons customers are contacting your business.

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Leverage NLP to identify the reasons customers are contacting your business.

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Compliance

Identify key phrases to help questions and QA stay on top of your most important obligations.

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Intelligence
Surface sentiment and language data to understand how your agents interact with customers.

Insights benefits

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Use cases

Use cases

Transforming customer service

Use case: Healthcare

Implement a conversational interface to allow clinicians seamless access to patient insights.

Examples

- A virtual nurse to help doctors with summarizations of medical records.
- An AI assistant to show patient scans, x-rays, and charts to help determine best treatment options.
- A business alerts to create an internal tool for searching and retrieving insurance codes based on patient symptoms.

Transforming customer service

Use case: Healthcare

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Transforming customer service

Use case: Retail

Streamline this workflow by ordering for a Frictionless customer experience.

Example:

- A business wants to create a chatbot to answer Product FAQs

- A large restaurant chain wants to create a multi-modal food order taking experience.

- A business is unsure why customers are calling in and wants to identify conversational topics and areas to focus with service efforts.

Transforming customer service

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Streamlines drive-thru ordering for a Frictionless customer experience.

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Transforming customer service

Use case: Telco

Scenarios increase cost self-service

- A voice-assistant for Contact Center across diverse domains: billing, payments, troubleshooting, and accounts
- A real-time suggestions for call center agents to decrease average handle time.
- A business-sanity across channel solution to categorize and summarize their calls

Transforming customer service

Use case: Telco

Examples Increase case self-service

- A voice assistant for Contact Center across diverse domains: billing, payments, troubleshooting, and accounts.
- A real-time suggestions for call center agents to decrease average handle time.
- A business sanity or store channel solution to categorize and summarize their calls.

Transforming customer service

Use case: Telco

Scenario: Increase case self-service

- A voice assistant for Contact Center across diverse domains: billing, payments, troubleshooting, and accounts
- A real-time suggestions for call center agents to decrease average handle time
- A business sanity on voice channel solution to categorize and summarize their calls

Transforming customer service

Use case: Telco

Example: Increase user self service

- A voice assistant for Contact Center across diverse domains: billing, payments, troubleshooting, and accounts.
- A real time suggestions for call center agents to decrease average handle time.
- A system using an omni channel solution to categorize and summarize their calls.