



CONTACT CENTERS:

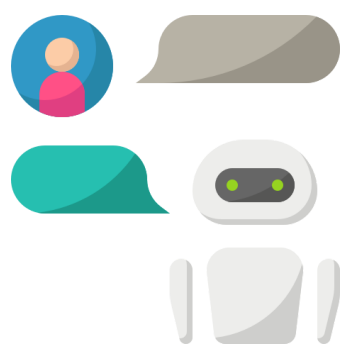
POWER THE NEW CUSTOMER EXPERIENCE WITH AI

With consumers expecting a first-class customer experience, creating AI-powered contact centers can guarantee happy customers and increase agent productivity.

COMPANIES USING AI SEE RESULTS*

+104%	+61%	-39%
CSAT SCORES	REVENUE	OPERATIONAL COSTS

HANDLE SIMPLE TASKS WITH BOTS



AI bots can be deployed over voice, SMS, social channel, or chat bots. Chatbots can handle simple tasks such as resetting passwords, checking order status, appointment reminders, and can escalate complex issues to live agents.

CREATE PERSONALIZED EXPERIENCES



Intelligently route communications to destinations based on preferences, past conversations, and sentiment. Combine with a smart chatbot, the kind smart enough to know all about your customer, to show you really care about them individually.

ASSIST AGENTS WITH CUSTOMER & COMPANY INFO



Enable agents to address issues more effectively by providing context around customer preferences, past purchases, and buying intentions. Bots can quickly search through knowledge databases to help agents find company and product information.