

AnsweriQ: Transform Customer Service with AI

Every touch of a customer service agent to resolve a case costs businesses time and money. In some cases, agents need to touch multiple systems to resolve a single case taking several minutes. Customer service leaders, faced with increasing internal pressures and accountability, need to prioritize and improve digital experiences, and explore digital applications to improve operational efficiency. Scaling customer service to respond to omnichannel and real time is a challenging problem. This has increased the complexity of CS leaders' portfolio and has, at the same time, made the customer service function strategic.

Can technology enable resolving cases without an agent touching them? Can automation with Artificial Intelligence (AI) and Intelligent Process Automation (IPA) be used to achieve to Zero Contact Resolution (ZCR)?

AI and IPA

AI is simply the machines learning from past interactions, data & results and mimicking human actions and decisions. As it relates to customer service, it is easy to imagine some customer needs that machines can 'learn' from existing data and improve with time. Also, the cognitive output from AI can be used to automate repetitive and mundane tasks that a machine can be trained to mimic using Intelligent Process Automation (IPA).

IPA (AI + RPA) help map agent actions to those of a robot which can perform multisystem tasks more efficiently and reliably. The growth in AI and IPA has now made it possible to resolve customer questions without them ever touching an

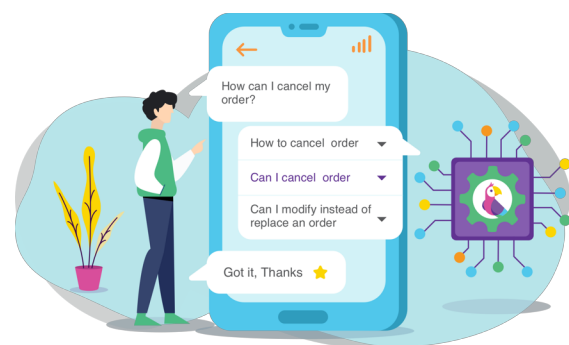
agent. By taking away the mundane work, agents are free to focus on being creative and empathetic in solving customer service issues, something computers are not good at.

AnsweriQ's Zero Contact Resolution (ZCR)

AiQ's Zero Contact Resolution is the ability to resolve customer requests without an agent ever touching the case. There are three practical ways in which ZCR is achieved:

Self Assist

Works on the power of AI to understand the intent through content and context of the customer query even before a case is created. Delivers real-time AI answers and deflections to customer queries using the existing knowledge-base and eliminates case volume up to 25%.



Auto Response

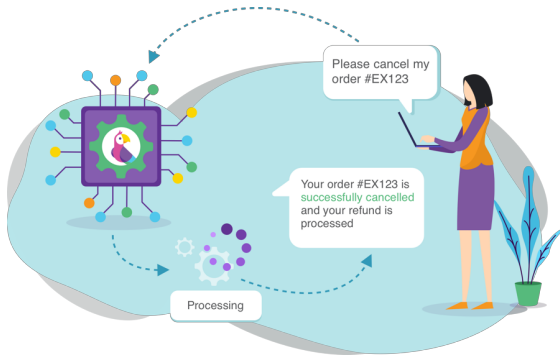
AiQ's Auto Response is AI-based automated responses to resolve customer cases using email templates and macros. Our customers have seen upwards of 10% tickets completed auto answered and resolved in first response.





Robo Assist

Robo Assist uses intelligent process automation to solve complex process tickets that consume time and require agents to access multiple internal and external systems.



In addition to the three product offerings to achieve ZCR, AnsweriQ’s offerings also include

Auto Triage

Automated triage uses AI to instantly replace time-intensive and manual routing practices by automated and intelligent routing rules created from patterns in past customer interactions. Auto Triage enables segmenting by intent, language, and product/operational line.

Agent Assist

Agent Assist is an AI assistant that plugs right into Dynamics and helps agents be more productive by connecting to content quickly. No matter where the ‘right’ solution lives — your knowledge base, templates, or forums — Agent Assist will source and present relevant content to agents for speedy case resolution.

Microsoft Dynamics Integration

AnsweriQ’s offerings are natively integrated into Dynamics and seamlessly deliver the AnsweriQ functionality through all of its product offerings within the Dynamics UX. This includes Agent Assist, Auto Response, Robo Assist, Auto Triage and Agent Assist.

Try it now for FREE

Understand your Cx AI Potential Index (CAPI) for FREE!

AnsweriQ provides a **FREE** POC for customers to understand and measure AI and IPA based automation. Customers can use AnsweriQ’s real-time dynamic analytics dashboard to track the performance of the solutions.

