



Automating Enterprise Workflows Using OpenAI



Why Commerce.AI

- Consumable via Azure Marketplace
- Co-Sell and MACC Eligible
- HIPAA Compliant
- Official Azure OpenAI Partner
- Microsoft for Startups Pegasus Partner



170+ CX Data Sources





Real-Time Automation

Customized Transcription

Translation

Redaction

Voice Survey™

Alerts

Summarization

Auto QA

Agent Assist

ActivityDirectory▼DocumentsPerformance▼ReportsApps▼Admin

Interactions / Interaction 🔗

INTERNAL
✕ No Participants

EXTERNAL
👤 Irving TX
📞 +1 972-983-6363
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RECORDING START TIME
Thu, April 21, 2022 9:43:10 AM

LIVE CALL

0m

Add Annotation

Annotate

Details

Timeline

Quality Summary

Transcript

Audit Trail

Interaction Metrics

Interaction Type	Call
Interaction ID	758e33b6-2dc2-44f6-a519-79c03d7cea28 🔗
Start Time	Thursday, April 21, 2022 9:43:10 AM
End Time	Thursday, April 21, 2022 9:44:13 AM
Direction	Inbound
Duration	1:02

Recording In


Call Recording

Archive Da

Delete Dat

Exported D

Protected:

Powered By
 OpenAI



55,000 Industry Specific Datasets & Models



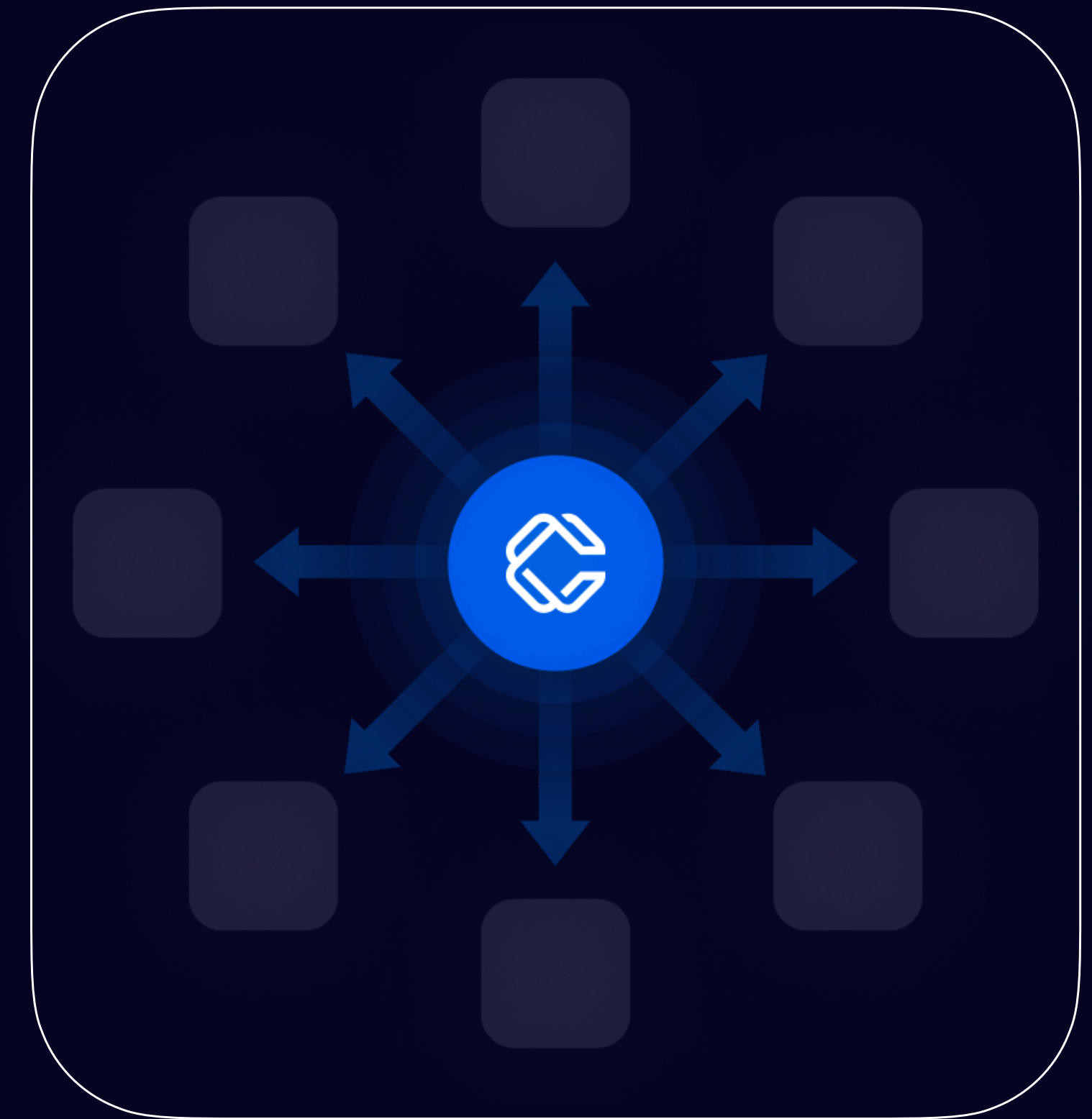
Ingest

Internal & External
Unstructured Data



Train

Secret Sauce



Activate

Business Workflows

Internal & External Data

Unilever

Customer Experience

New opportunities and \$ Saved

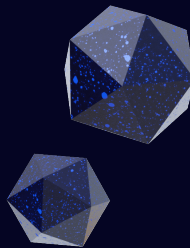


Internal Data



Voice Survey™

Capture New Services Sentiment





Post-Meeting/Call Automation

- ✓ Eliminate after call data entry
28% productivity Improvement
- ✓ Enhance QA with 100% Call Summary
33% productivity Improvement
- ✓ Auto export Transcript to CRM
28% productivity Improvement
- ✓ 100% Monitored Interactions
36% increase in QA

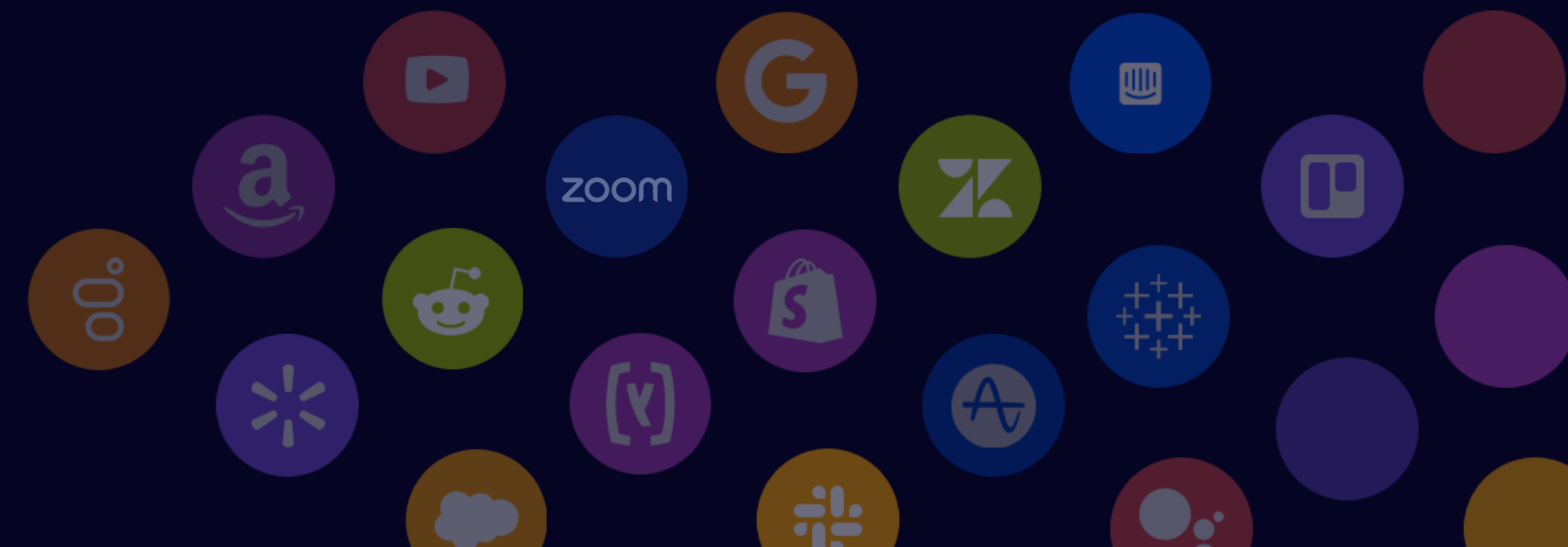
Conversation Starters

Customer Experience

- ✓ Improved conversion Rates
20% Increase w/Agent Assist
- ✓ NPS Improvement
18% Increase with Voice Survey™
- ✓ Increase revenue per conversation
20% Increase w/Agent Assist
- ✓ Measured bot Utilization
30% increase in Bot Utilization

Sales & Marketing

- ✓ Marketing Campaigns
41% Increase in return customer
- ✓ 4x increase in script adherence
30% increase in same call revenue
- ✓ Adaptive Voice Survey
33% Increase in customer Feedback
- ✓ AI generated Insights
55% increase in marketing generated opportunities





Contact Us For A Demo

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