INTELLIGENT CUSTOMER EXPERIENCE (iCX)

Turn every customer touchpoint into a meaningful customer experience with the power of AI

Jan 2021

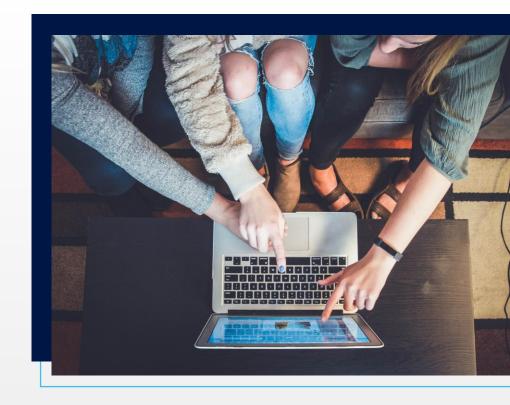**DIGITAL DIALOGUE**

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'Microsoft for Good'

Stay relevant in customers' minds, stay ahead in the market.

Customer experience is a key. Digital Dialogue's Intelligent Customer Experience helps you find that key and turn every customer touchpoints into a meaningful and personalized experienced.

CHALLENGES

Staying relevant in customer's mind is a challenge for business in every size. Customer experience is everything. The question is how we can leverage digital and technology as an engine in elevating customer experience and let the brand seamlessly be a part of customer's life, be the first in customer's mind.

IDEAL SOLUTION

Intelligent Customer Experience - the AI-powered solution for weaving personalized experience covering all stages of customer lifecycle from engage, nurture, convert to loyalty retention seamlessly through data-driven decision-making.

DESIRED OUTCOMES

Strengthen your brand position in customer's mind with personalized and meaningful customer experience with connected data sources along customer journey where enterprise has the single view of truth and data for crafting an impactful moment that stays with customers.

Intelligent Customer Experience (iCX)

An AI-powered, data-driven solution that provides enterprises with 360 view in managing customer engagement and exceed their expectations throughout customer journey. Know your customers and create connected, unique and meaningful experience across all touchpoints at customer's pace.

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1

Automated Experience and process with AI

Enhance customer interactions with AI-powered messaging solution, leveraging Microsoft Azure and Bot Framework.

2

Smart Customer Profiling

Weave all interactions across various channels and touchpoints into a single view of customer journey and profile automatically. Visible to related stakeholders

3

Seamless channel integration

Picking up the conversation with always-on mechanism, carries conversations and contexts across channels and touchpoint whether brick and mortar or online, into a one full customer story.

4

Data-driven Decision Making

Embedded with analytics, iCX can further discover hidden trends and demands of each customer where enterprises can use those insights for creating a personalized experience to each unique customer.

5

NLP as a Core Engine

With Digital Dialogue's NLP engine (Thai/English) at the core, enterprises can capture customer's interaction expresses in conversational format and interpret an intention behind the interaction.

Digital Dialogue's Intelligent Customer Experience.

Powered by Microsoft Azure and Power product suites, the solution is ready to scale in a timely manner. Organizations can quickly discover and address customer's imperatives and build a foundation for orchestrating seamless experience tailored to each customer's preference against the tides of customer's dynamic demands.

Customer success: [National Airliner's first digital loyalty program]

"This will enable the company to reach youngsters and digital lifestyle customers. We are embracing digital technology in our organisation, not just to drive the business forward, but to transform it for the future."
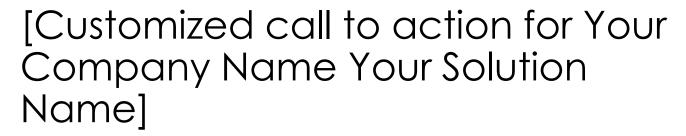
New Digital Channels for Interactions

[Chatbot as a new interactive channel enabled the enterprise in engaging younger generation of target market which made up a portion of the target segment]

Data-Driven Personalized Loyalty Program

With a single view of customer, the organization was able to develop the loyalty program based on user's preference. Providing enterprises opportunities in cross-sell, up-sell and retarget.

Omni-channel power with Seamless Integration

One full customer story in a dashboard whether online or offline, providing contact center agent the information they need to keep the on-going interaction alive.

[Customized call to action for Your Company Name Your Solution Name]

Call for more information: **+66-2-088-0795**

Ask a question via email: **contact@ddlghq.com**

Microsoft Commercial Marketplace: www.xxx.com

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