

# Intelligent Customer Care

## Handle routine calls and chats with zero waiting time

Leave routine calls and chats to our Digital Agent who can handle **hundreds of concurrent calls** and is **available 24/7**. In addition to answering frequently asked questions, it can handle more complex conversations with open-ended questions.

 60 %

of fully automated calls

 1000

calls in minutes

 30%

reduction of human effort



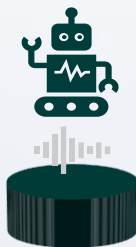
## Predictive Analytics

Our Digital Agent **does not speak empty phrases**. It first tries to predict the real cause of the interaction from the available data and propose the right solution. If it does not have any, it starts to ask specific questions.

For example: if the customer entered the PIN for the payment card incorrectly, there can be only two reasons for the call - the customer either forgot the PIN or the payment card was stolen. The digital agent does not ask general questions and **gets straight to the point**.

 50 % of interactions prediction

DIGITAL AGENT



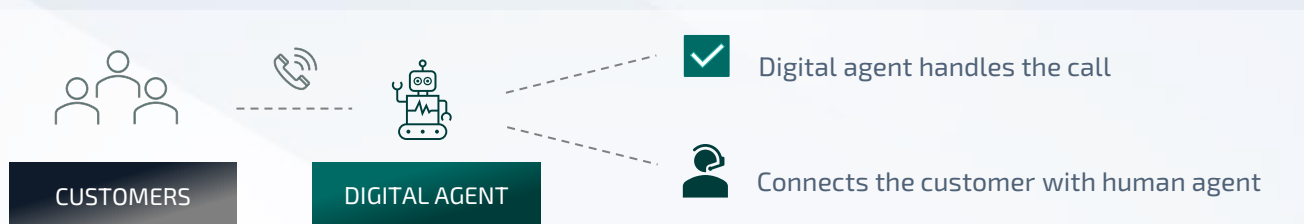
I see you entered the wrong PIN three times. Do you want to know your PIN or should I block the card?





## Digital Agent

- Authenticates customers by name, customer ID, voice biometry, social security number, or any other information.
- Handles the interaction automatically without the participation of a human agent. For example, changes the delivery address or date, (un)blocks cards and accounts, resets the service, etc.
- It immediately connects the customer with a human operator if the predictive model indicates a more complex request.



2 weeks to set your digital agent



Join more than **60 B2B CLIENTS** in **6 countries** who trust us:



SAMSUNG

VOLKSWAGEN  
FINANCIAL SERVICES  
THE KEY TO MOBILITY

Sparkasse

United States Steel



conectart



conectart



Manpower

PSS

SCIO

TATRY  
MOUNTAIN RESORTS

srovnejto.cz

SAZKA

sana  
plasma

