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 calls are fully automated

1000
calls per minute

30%
reduction of human effort

Predictive Analytics

Our Digital Agent does not speak in 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 has valid travel insurance policy, there can only be a few reasons for the call – (1) the customer needs urgent help or (2) requires support. The digital agent does not ask general questions but instead gets straight to the point.

DIGITAL AGENT

✓ 50% of interactions can be predicted

I see you have a valid travel insurance policy. Do you need urgent help?

Digital Agent

➤ **Authenticates customers** by name, customer ID, voice biometry, policy number, social security number, or any other identifying information.

➤ **Handles the interaction automatically** without the participation of a human agent. For example, it receives customer claims, provides information about payments and status of claims, etc.

➤ **It immediately connects the customer with a human operator** if the predictive model indicates a more complex request.

CUSTOMERS → DIGITAL AGENT

✓ Digital agent handles the call

Connects the customer with human agent

2 weeks to set up your digital agent

DESIGN   TEST   PILOT   OPERATE

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