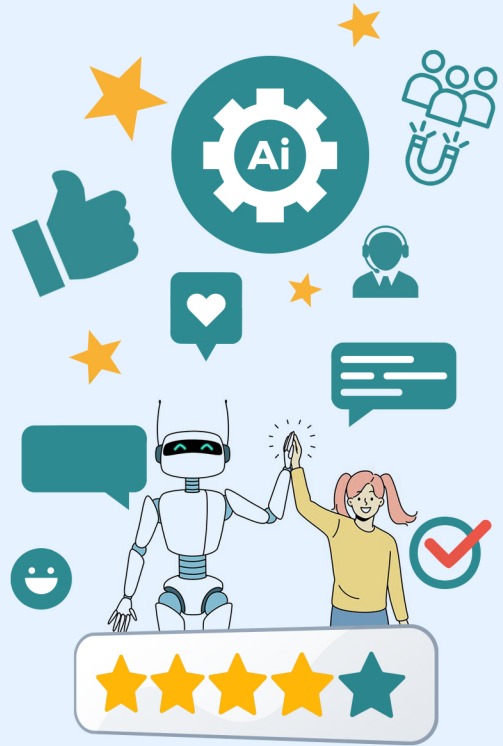


ENGAGELY'S CX AUTOMATION

Paving the PATH to Digital Transformation

Customer experience is not a term coined for digital transformation but it's a strategy and operational delivery with use of AI. Today's customer behaviour has changed as they are more digitally connected. They expect and demand consistent & seamless real-time support across channels that they prefer (e.g., website, phone, social media, chat) based on their needs, behaviors and interactions with the brand. However, there are often challenges in that communication at both the customer and enterprise levels.

- ❗ **Insufficient response from customers:**
leading to less data to derive meaningful insights
- ❗ **Lack of multichannel management strategy or tools:**
Not catering Omni channel customer presence
- ❗ **Dealing with qualitative data:**
Lack of sentiment analysis
- ❗ **Organizational silos:**
Resulting in no single view of customer
- ❗ **Insufficient tools and technology:**
Leads to unclear path and options
- ❗ **Outdated documentation:**
Lacks single repository of all past conversations, history



Each interaction needs to be hyper-personalized, with organizations responding efficiently and effectively on the first contact. Our CX Automation solution ensures customer satisfaction by predicting intent and proactively addressing issues through AI.

Predictive, personalized and automated customer engagements

Customer experience has become the ultimate competitive advantage. Our approach towards automation of CX is strategic and holistic.

With our platform, we help clarify strategy and implement effective end-to-end solutions through intelligent automation.

We give organizations the ability to augment automation with human support paving a PATH to Success.

Purpose:
Understanding the purpose and use of conversational AI in different process

Automate:
Automate the repetitive process and reduce the delay in response

Human-like conversations:
Across channels & in different languages with sentiment analysis

Timely engagement:
with all stakeholders



The features that makes us stand out are:



Omnichannel presence:

AI Bots establish highly intuitive touch points for your customers across social media, websites, and so many key channels to deliver consistent customer support.



Multilingual Capabilities:

With our proprietary Natural Language Processing (NLP) Model, AI Bots process text / speech input and instantly respond with text/dialogue output. It empowers our bots to fluently converse in 120+ foreign and regional languages.



Contextual Conversations:

Our AI bots can identify key intent words and orchestrate real-time response along with new key phrases and store them in the knowledge base repository. This enables the Bots to evolve with each new interaction.



No Code Studio:

No Code Studio allows you to build a fully-functional bot from scratch with simple drag and drop features, determine the trigger points, actions and conditions and create personalized journeys for customers too without typing a single line of code.



On-cloud/Prem/Hybrid:

Bot can go live based on their preference be it On-Cloud, Premises or the Hybrid one.



Out-of-Box Integrations:

All the systems including legacy, third party and new ones are integrated to ensure thorough consistency in customer experience without any added cost.



Banking grade Security:

Banking grade security and data privacy ensures that the business processes are set in accordance with the highest security regulations.



Ready-to-use Industry AI models:

Our industry-curated, pre-trained and cutting-edge NLP models let you build and deploy your AI bots faster.

Experience the better future with complete Visibility and Control with:

MEngage

Multi-channel engagement through automation

V-Assist

Giving a helping hand to your Agent with an Expert

MIA

Uncovering the ice-berg of Contact Center Analytics

MEngage - Engagely Automation Cloud:

Streamline your complete communication channel with Engagely.ai driven Chat, Email and Voice Bot automation. Empowered with advanced NLP, these bots are more than capable of handling 95% of complex queries 24/7 with great care and precision.

Voice Automation

Driven by the Advanced NLP model, the Voice Bot effortlessly identifies multiple intents, assesses customer mood and delivers voice solutions with carefully computed sentiment scores.

Text Automation

The AI Chatbot is intelligent enough to handle complex customer queries with sentiment based chat automation.

Email Bot

AI Based Email Bot is trained to handle end-to-end email communication with ease.



V-Assist – Voice AI Agent Assist:

Scale up the operational efficiency by supporting human expertise with real-time assistance of sophisticated AI Agent Assist, below is the snapshots of just few give a glimpse:

👉 Sentiment Analysis

Our voice bot listens to the voice conversation between the customer and the agent, understands sentiment, Linguistic competence, Audial indicators and recommends the responses to the agent in real time.

👉 Speech to Text

The previous call history is available to agents in the form of text so that the agent can have a better understanding of the previous conversations. Also the entire call history is available as text for audit and analytics.

👉 Knowledge bank for the agents

The single window console on the agent desktop helps agents find the answer to the complex queries quickly. This reduces the time to on-board a new agent significantly.



MIA – Contact Center Analytics:

Analytics software to measure, integrate and derive actionable insights from CX automation. Analytics software that monitor and review agent performance from a customer as well as from the perspective of both employees and management.

👉 Customer Insights:

360 view of customer

👉 Team insights:

Outlook of agent & supervisor

👉 Overall performance insights:

Across channels & departments

👉 Business insights:

Holistic view for business growth & decisions



Key Outcomes of CX automation which uncover the nature and potential of automation, explore its capabilities and identify the best plan to activate:



Improved Customer Experience



Deeper and actionable insights



Increased revenue



Reduced cost



Improved efficiency