Generative AI giving Edge to Contact Center Transformation

Generative AI is a buzzword for a reason!

In today's rapidly evolving technological landscape, artificial intelligence (AI) along with Generative AI continues is proving to be a game-changer to push boundaries and revolutionize Contact Centers by helping them to deliver exceptional customer & employee experiences while allowing business to achieve their KRAs.

Challenges faced by the Contact center

Here are the common concerns that are creating difficulty in delivering personalized experiences

- Time-consuming and resource-intensive workflows
- Difficulty in delivering personalized experiences on scale
- Limited datasets hindering the performance
- Inability to perform accurate translation and localization
- Lack of business & customer insights
- High operational costs

Why Contact Center need to adopt Generative AI with Engagely?

E Empowering:
business, agent and supervisor

D Delivering:
personalized experiences to customer

G Game changing:
with technology and infrastructure modernization

E Enabling:
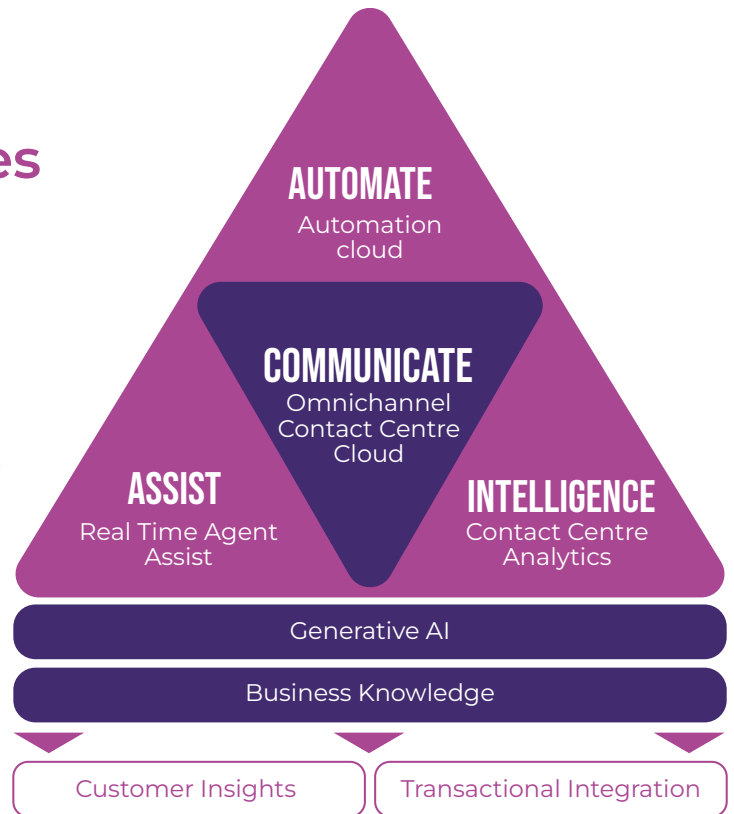Smart Self-service with faster deployment of Omni-channel customer engagement

The future is HERE and NOW! Its your turn to get an EDGE over competition but will revamp your customer support and experience.

How Engagely leverages Generative AI

Engagely is a leading No-code CX automation platform augmented with Microsoft Azure Open AI, Generative AI, and Voice AI technology.

We are applying Generative AI to Engagely's Customer Experience Stack by Leveraging our Enterprise knowledge

AUTOMATE
Automation cloud

COMMUNICATE
Omnichannel Contact Centre Cloud

ASSIST
Real Time Agent Assist

INTELLIGENCE
Contact Centre Analytics

Generative AI

Business Knowledge

Customer Insights

Transactional Integration

Laying a foundation with knowledge builder

Generative AI works by using deep learning models, precisely generative models which are created on building a knowledge base through producing fresh content, condensing existing material, organizing categories, and crafting questions and answers.

- Generating New Content
- Summarizing Existing Content
- Categorizing Content
- Institutionalizing Knowledge Base
- Anticipating User Queries

Generative AI to improve agent productivity with Assist

Generative AI plays a pivotal role in redefining the way customer support agents work by equipping them with real time assistance:

- Automated Responses help agents focusing on more complex and nuanced interactions
- Instant Knowledge aids agents with accurate and timely responses at their fingertips
- Personalized Interaction to analyze customer histories and generate tailored responses
- On Job Training reduces attrition
- Supervisor Control & guidance for improved agent performance

Unveiling Generative AI in Intelligence Analytics

The application of Generative AI adds a creative dimension to traditional data analysis, offering insights that might otherwise go unnoticed.

- Real Time Analysis of each conversation by creating a
- Unified communication channel
- Predictive Analysis for predicting trends and potential outcomes.
- Tracking team performance for improved productivity

Empowering CX with automation across Voice, Chat, & Email, WhatsApp

Generative AI helps in creating personalized conversations by creating dynamic content across VOICE, CHAT, WhatsApp channel, and Email, delivering Human -like engagements.

Benefits of leveraging generative AI with engagely.ai

3x Faster time to market Go live within minutes	**>95%** More than 95% intent accuracy
60% increased customer engagement with personalized recommendations	**55%** Improved CSAT with omnichannel presence and multilingual support
58% improved agent productivity	**55%** Reduction in operational cost and time spent on quality assurance controls

WHY ENGAGELY.AI

- Contextual conversations
- Passionate team with domain knowledge
- Banking grade security
- Customer success approach
- Lightning fast Go-Live
- Easy creation with low code builder platform

Seamless integration with your enterprise eco-system of CRM'S and software using API'S

freshworks | ZOHO | salesforce | Microsoft Dynamics 365 | zendesk | | | AND MANY MORE...

Present in 10+ Countries I Trusted by 150+ Customers I Serves 10+ Industries
I Present on 35+ Modern Enterprise Channels