



Live Support with Digital Cognitive Agent

Reduce costs while improving customer engagement

The Changing Landscape of Customer Interaction

The customer service experience is changing rapidly and businesses need to find a way to keep up with changing communication habits. Social networks and messaging apps are the new point of contact for businesses large and small. Of course, phone calls need to be considered too, as they still represent the largest initial point of contact for most organisations. To save money, organisations need to make artificial intelligence based “agents” the first point of contact for customer engagements. However, they don’t want to do so at the expense of delivering outstanding customer engagement.

That’s why we’ve created Temovi Live Support with Digital Cognitive Agent (DCA). We’ve combined the superior customer service capabilities of Temovi Live Support with the efficiency and scale of Artificial Intelligence (AI) based chat bots and virtual agents with natural language processing.

Temovi’s Digital Cognitive Agent engages customers from their channel of choice - phone, web-chat, social network or messaging app. Customers can talk or chat with the DCA, as if it was a live agent. And they can engage via voice or chat, 24 by 7. Even if the organisation is closed, DCA can still offer support or sales content.

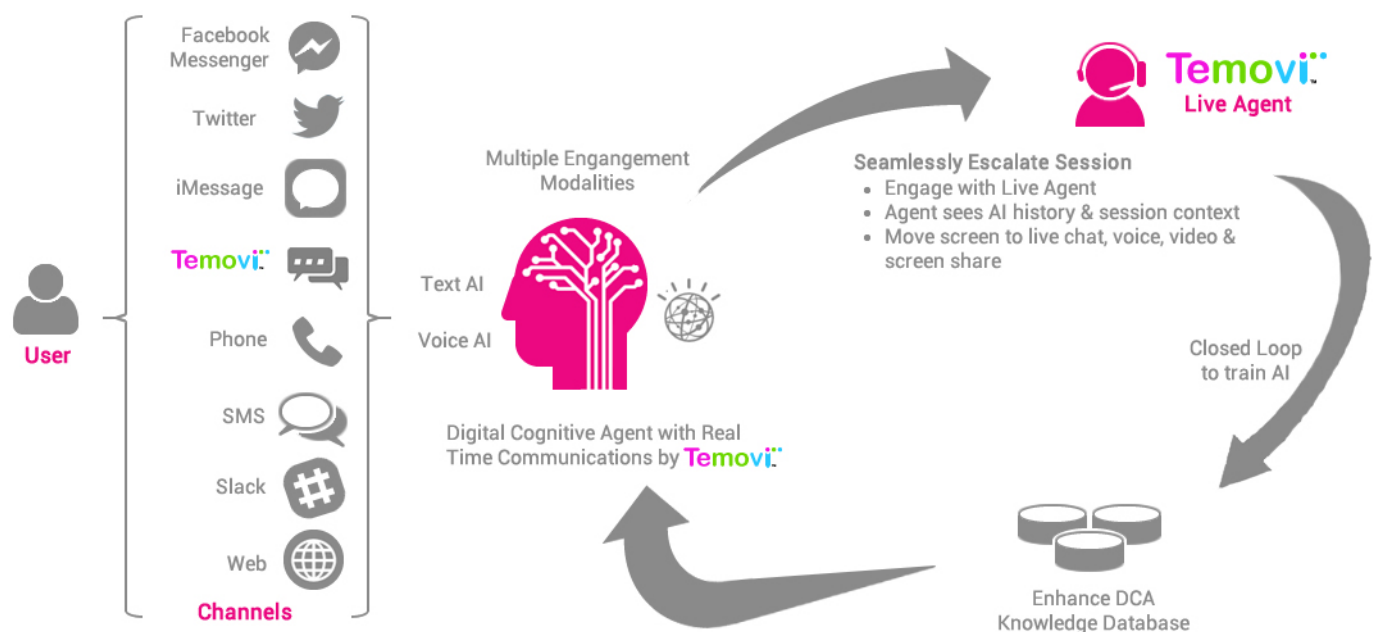
Seamless Escalation from Machine to Human

DCA looks and listens for key words and phrases related to known issues within a customer’s questions. DCA can talk or text back to the user, offering responses from existing answers, tutorials, videos or other supporting materials. Most importantly, DCA operates in concert with live agents so customers have an option to connect to a live person if DCA doesn’t provide sufficient help. DCA can seamlessly hand-off the customer’s conversation to the live agent so the customer doesn’t have to start over and agents aren’t wasting their labour rehashing the situation.

Since a live agent can see the history of a user’s conversation, the live agent can continue the conversation seamlessly or choose to escalate to a voice, video or screen sharing session. Likewise, a voice conversation can be escalated to video or a screen sharing session.

Digital Cognitive Agent can:

- scale during peak demand times.
- free human agents for higher value calls.
- deliver better experiences that raise net promoter score.
- lower operational costs, reducing the need for human.



Temovi Live Support with DCA

Features



Rich Messaging: Users can share images and videos with their support representative to better describe the issues that need resolution.



Screen Sharing: Support experts can remotely assist users in real-time by activating screen sharing directly within the Live Support window.



Natural Language Processing: Users can talk to DCA as they would a real person. DCA can listen and respond.



Easy to Deploy: Use back-end portal to define bot parameters, menu trees, web buttons and generate HTML embed code for your website.



For Businesses of All Sizes: SMBs and Large Contact Centres can benefit from Live Support with DCA as an overlay or fully integrated.



WebRTC Enabled: Voice and Video calls directly from the website. Agents use web browser console or tablet app.

Benefits

Grow

- An excellent customer service experience encourages new customers to buy and existing customers to spend more.

Manage Costs

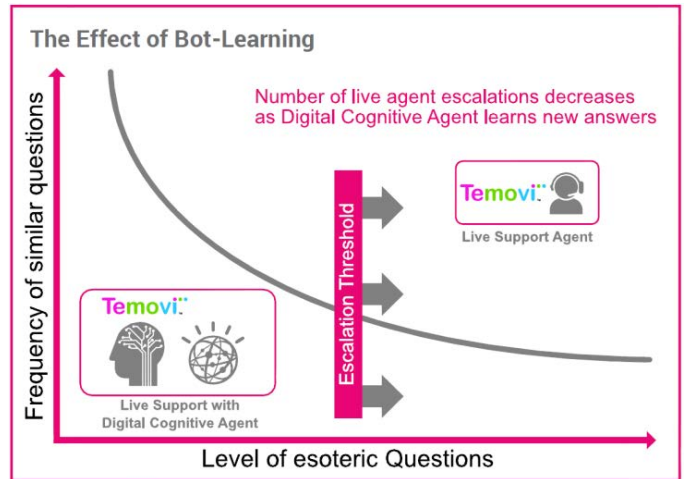
- Reduce 0800-number/toll-free costs.
- Self-service administration portal for easy creation/configuration of bot parameters, directory trees and support button reduces the need for professional services or support team training.
- Can be overlaid onto an existing call centre or deployed stand-alone.

Manage Time

- Removes repetitive low-level tasks so that your staff can focus on important, revenue-generating activities.
- Customers go to the right agent, instead of tying up staff to route calls.

Reduce Risk

- Accelerates trouble resolution, increasing customer satisfaction and reducing churn.
- Ensures you don't lose a prospect to a competitor by letting them talk to a person in context.



Simple Web Interface or iPad App for Agents

The Live Support agent console automatically logs agents into their designated support group and allows them to see pending chat, voice and video requests.

Agents can manage up to 10 concurrent chat sessions and change their availability both manually and automatically.

Agents can initiate screen sharing to provide guided assistance to callers as well as push web pages and share files such as images or videos.

And all of the customer interactions are tracked and recorded. Agents can see a transcript of a conversation and even send it to a user's email, if needed.

Extend the Value of Existing Call Centres

Live Support can extend the value of an existing customer support infrastructure. If a customer reaches a traditional live agent via the phone, Live Support allows the agent to promote that call to a web chat or a screen share while keeping the initial audio call active on the organisation's existing call centre infrastructure.

The traditional agent sends an automatically generated Live Support link to the user via SMS/text or email. The users click the link to join the agent in a joint collaboration session. The agent can leverage the full capabilities of Live Support to share images, videos, or view the user's camera.

Live Support with Digital Cognitive Agent is truly a game changer in the customer support experience. For more information contact us through our website at www.temovi.co.uk.

Digitel Europe Ltd Communications Centre, 1 Ivy Street, Priory Industrial Estate, Birkenhead, Wirral CH41 5EE
Tel: 0151 650 0065 ♦ Fax: 0151 650 1162 ♦ Web: www.digitaleurope.co.uk ♦ Mail: mail@digitaleurope.co.uk
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