The average customer is currently waiting 45 mins-1 hour to speak with a customer service representative.

BUSINESS OWNER CHALLENGES
- High call volumes
- Reduction in operating hours
- Lesser workforce

END CUSTOMER CHALLENGES
- Long waiting times
- Reduced service availability

LET US HELP YOU WITH OUR PEGA CHATBOT SERVICE OFFERING
- Extremely quick implementation. Start to go-live in 4-6 weeks
- AI driven Chatbots can help answer common customer queries, 24x7 without any human intervention
- Chatbots integrated with your enterprise systems to provide real time information to customers
- Bolting a live chat option with the AI-Driven Chatbots, can enable the customer service agents to work remotely
- AI-Driven Chatbots can collect customer requests for offline processing & call back requests

RECENT ACCOMPLISHMENT - IMPLEMENTED A CHATBOT IN JUST 2 WEEKS FOR A LEADING INSURER IN NORTH AMERICA
CHATBOT CAPABILITIES
• Intent detection / categorization
• Auto-response notifications
• Entity identification & extraction
• Sentiment detection
• Customer styling & branding
• Attachment & photo support
• Form based data collection in Chatbots

SCOPE OF CHATBOT IMPLEMENTATION
• Configuration of 10 standard template based queries (Ex – “How to?” type queries)
• Configuration of 5 advanced queries which require dynamic content and API calls
• Configure 3 chat queues for initial classification
• Configure a single customer verification method using any existing API

CUSTOMER BENEFITS
• At least 40-60% of chat queries contained by the Chatbot without human intervention
• Reduction in overall call volumes to the contact center

• Skill based routing, queuing
• Content linking and dynamic common phrases
• CSR availability management & transfer to queue
• Save & share chat transcripts
• Real time chat monitoring & reports
• Pre-chat questionnaire & customer feedback surveys

• Menu driven interaction mode within the Chatbot
• Support with integrating Chatbot on customer’s website or mobile app
• Out of the box reporting configuration

• Reduced waiting times for your customers
• Ongoing innovation and improvement to Chatbot capabilities