



*Jacada*  
Accelerated<sup>CX</sup>

Drive digital adoption to reduce inbound call volume and accelerate customer experience

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82%

Of interactions still end up in the contact centre



Low Adoption of  
Digital Self-Service



Expensive Service Due to  
Contact Centre Inefficiencies



A Lack of Back-Office Transactions  
to Drive True CX



# Long Call Times

Which are costly, and poor CX



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# Underperforming

Self-service solutions and inefficient deployment of human talent



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Expensive Service Due to  
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to Drive True CX



# Keep the Customer in Mind at Every Point of the Journey



# Accelerated Customer Experience

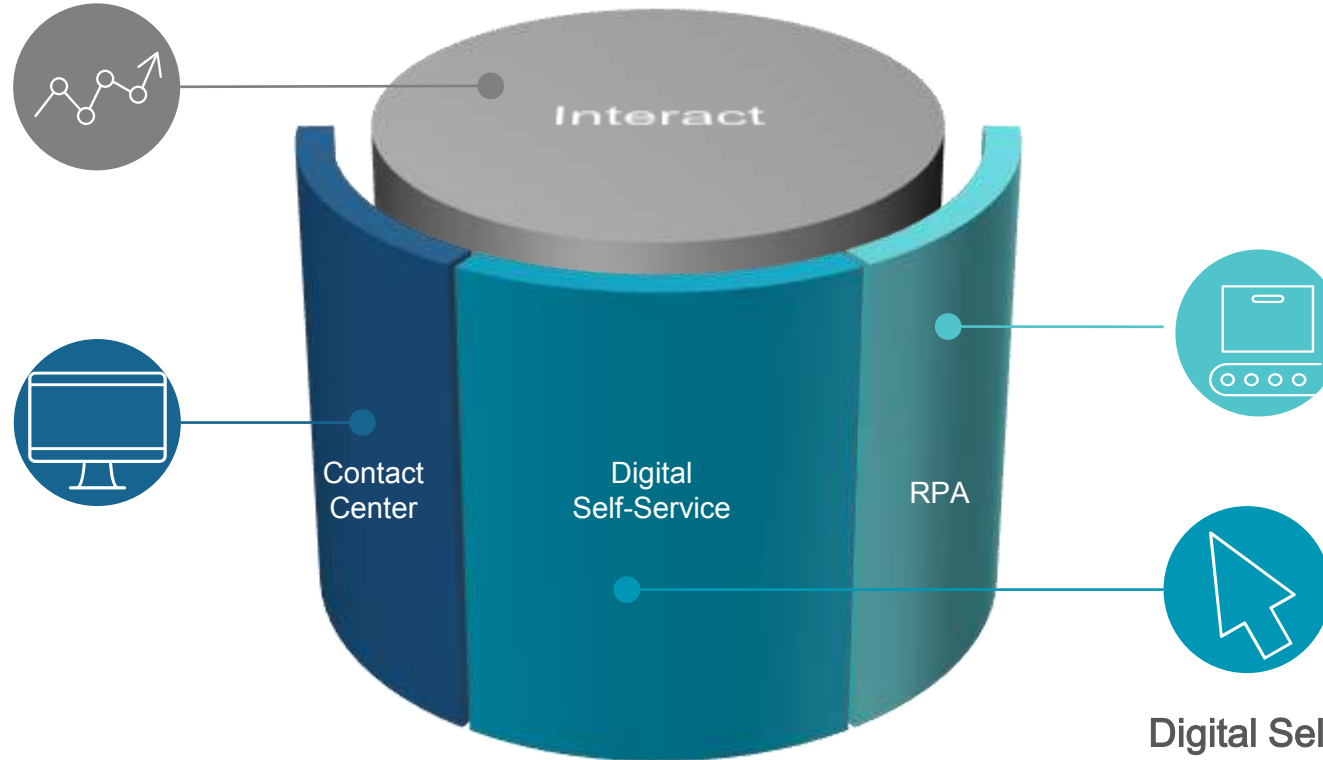
One Platform. All Touchpoints.

Single Platform allows:

- One designer to create all interaction types
- Reuse of interactions across all channels,
- Sharing of data

Contact center solutions to drive reduced handle time:

- Unified Agent Desktop
- Agent Guidance
- Desktop Automation



Robotic Process Automation (Bots) to drive back office efficiency and expose legacy transactions

- [Attended Automation](#)
- [Unattended Automation](#)

Digital Self-Service Bots to reduce inbound call volume:

- [Visual IVR](#)
- [Intelligent Assistant](#)



# Digital Self-Service to Reduce Call Volume

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# Transform IVR to Visual

Digitally enable your IVR



Thank you for calling DCM computers. Please press 1 for English or press 2 for Spanish.



Please press 1 for New Sales, 2 for Replacement parts or 3 for Support.



Please press 1 for parts replacement under warranty, otherwise press 2

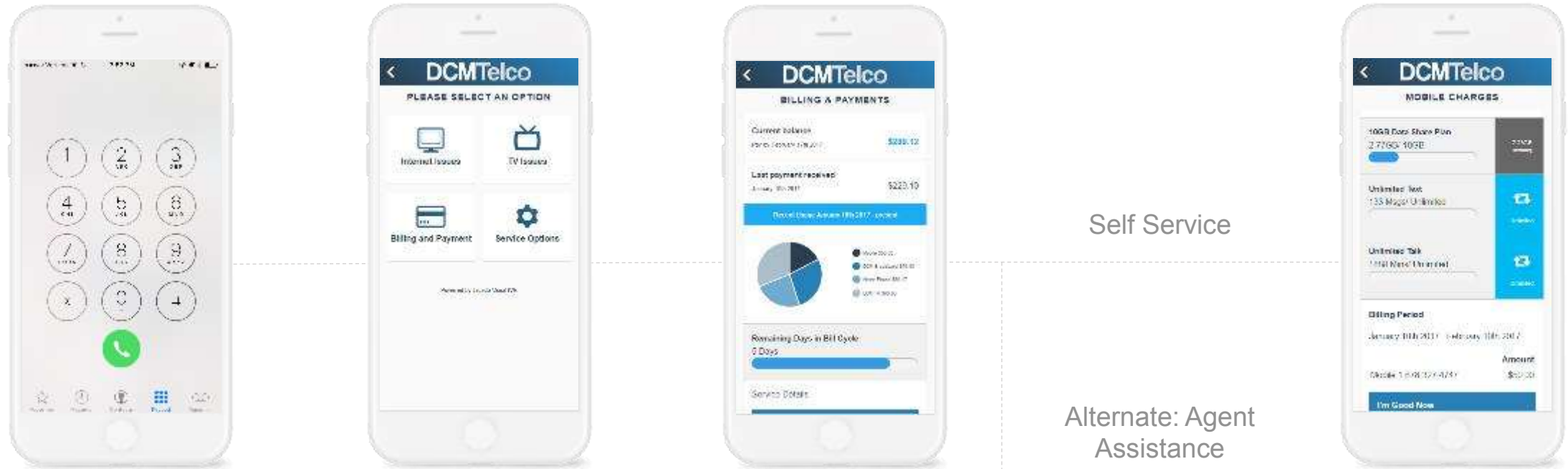


Please press 1 if this is a corporate account, 2 for personal accounts





# Digital Migration: Pivot Callers to Guided Flows



Self Service

Alternate: Agent Assistance



“Good afternoon Mr. Smith. I see you are calling about your June bill. I would be happy to answer your questions”

Works on any HTML5 Device.  
No app required. Can also work with your mobile app

# Automated Chat | Boost Self-Service on Digital Channels



Get rid of the 1800 numbers on the Contact Us page



Intercept Chat requests with a bot



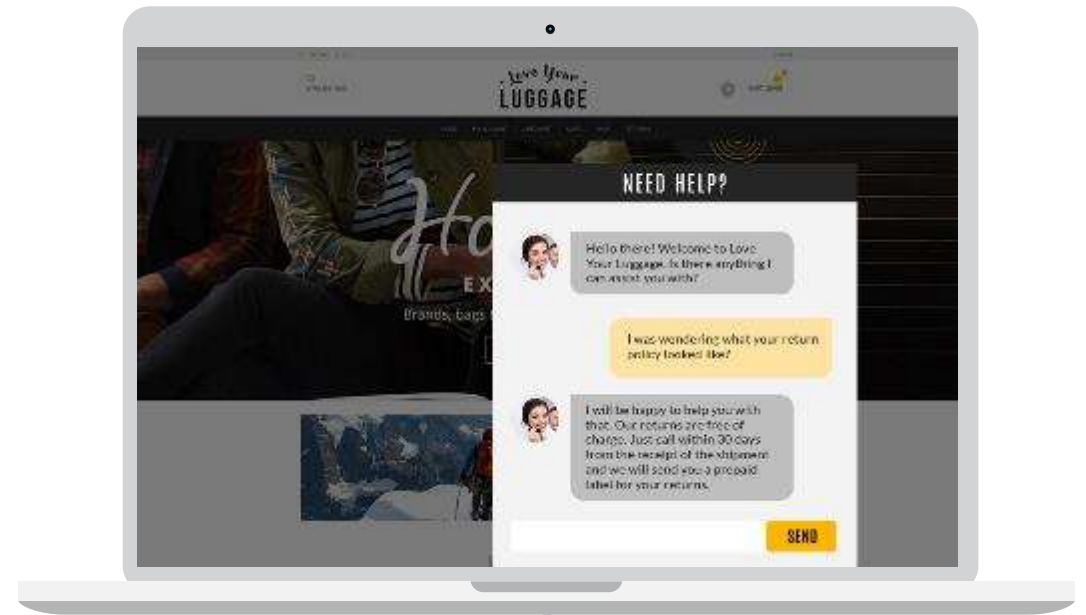
Present guided flows and chatbots to identify intent and automate service



Escalate to human assistance ONLY with context



Mobile



Web & Social

# Next Issue Avoidance | Proactive Mobile Engagement



Identify customers needing assistance



Engage them proactively with targeted guided flows



Avoid the next issue in the journey, boosting NPS and cutting costs



Escalate to human assistance when needed



# How does it work?

## Agile Management of Bot driven Customer Engagement



Management Tools for Business & IT Users



Bot Manager (Automation & Interaction Design)



## Rapid Integration & Reuse of existing assets



Existing Contact Center Platforms (Voice & Chat)



Existing Systems of Record



Bot Engines  
NLP APIs  
Cognitive APIs



Context Services  
Content Repositories



Bots @ all Customer touchpoints



Human Assist Robotic Automations

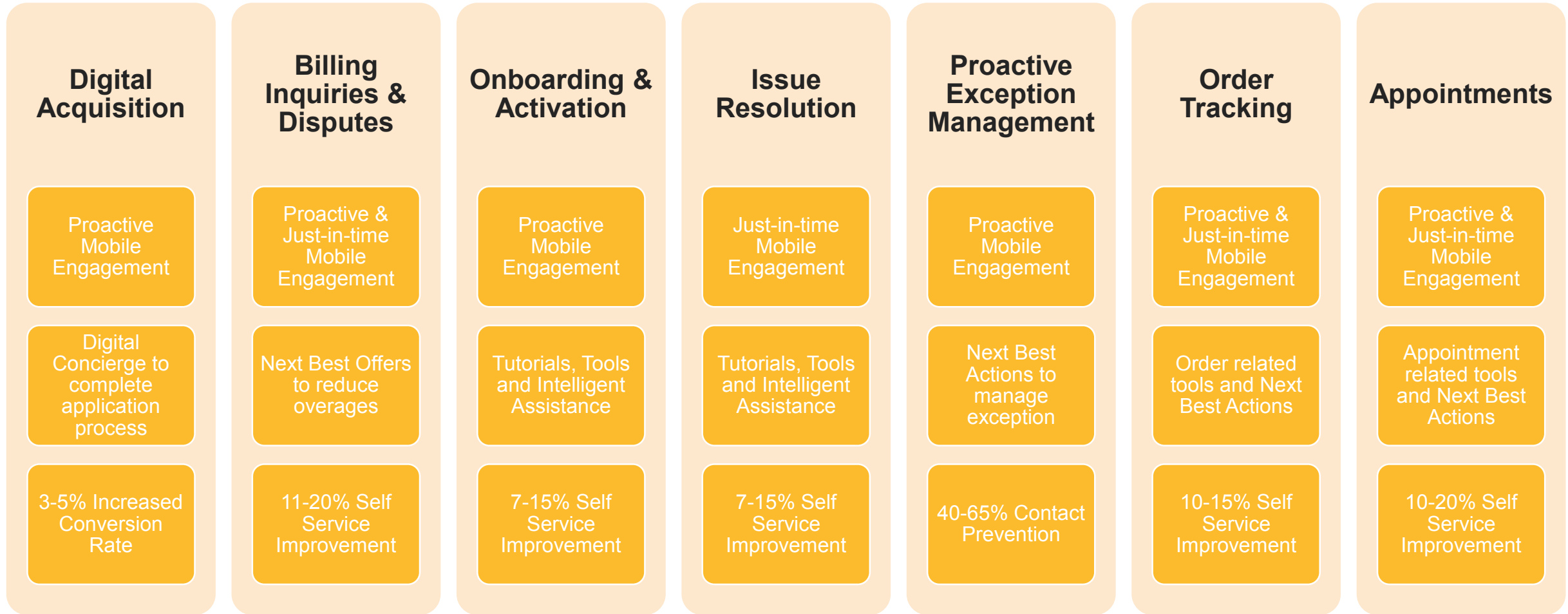


Agent Guidance  
Omnichannel Awareness  
Digital Collaboration



# Call Volume Reduction Across Verticals

Proven Use Cases & Client Case Studies



Reduce inbound call volume  
by at least:

**10%**

Reduce Average Handle  
Time by:

**30+  
SECONDS**

Drive Better

**SELF-SERVICE  
AND  
ASSISTED SERVICE**



Improving the Self-Service  
Experience



Driving Efficient  
Customer Care



Automating Business  
Processes



ONE CORE PLATFORM, INTEGRATED  
DEVELOPMENT AND REPORTING

A woman with long dark hair is smiling and talking on a mobile phone. She is sitting at a table in what appears to be a cafe or office environment. The background is slightly blurred, showing other people and interior lights. The entire image has a blue overlay.

*Jacada*

# Accelerated<sup>CX</sup>

Accelerate the Customer Experience by delivering automated reusable digital interactions on all touchpoints.