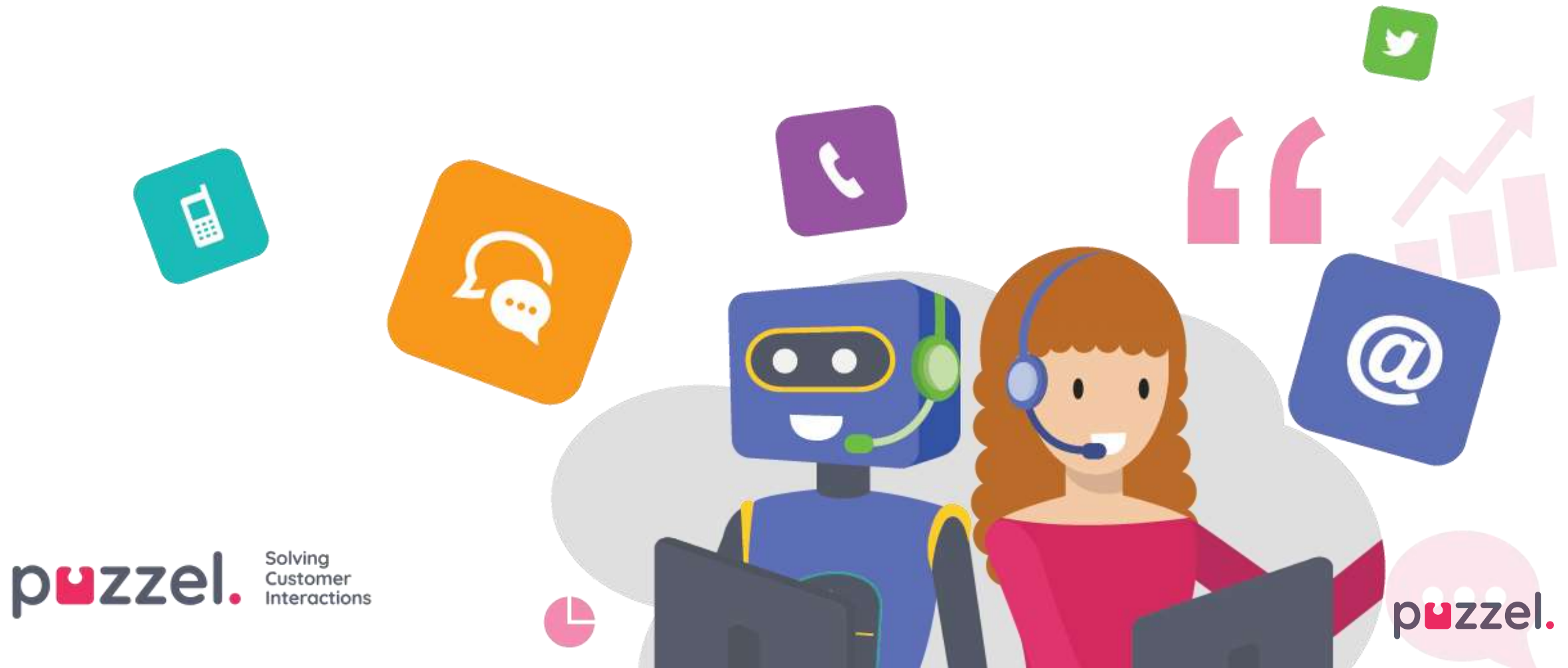


Role of Chatbots In the Contact Centre



What are we trying to solve?

- Manpower is expensive
- End-users are used to / want to do self-service
- Contact centers are pressured on response times
- End-Users want 24/7 customer service
- People don't want to queue for response



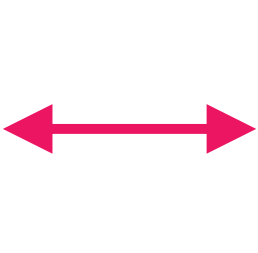
“simplified intelligent self-service and a human being close at hand if and when needed”

Contact Centre

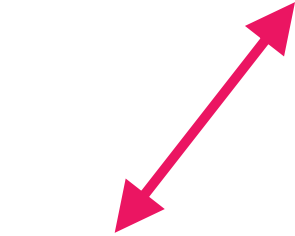
Bot Frameworks



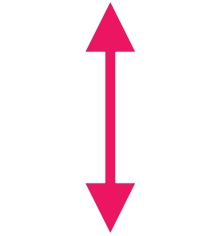
Conversational Platform



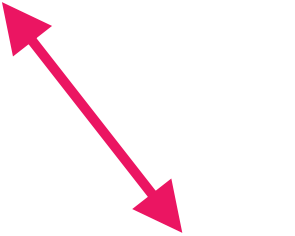
- Chatbots can answer 24/7
- Chatbots can be integrated into existing business logic and allow self service
- Chatbots can free up time for human agents



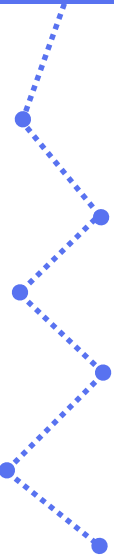
Handover agent



Integrations



Reports



Amazon Lex

Generic API

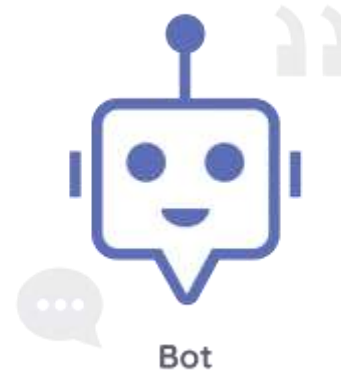


Today

Chatbots capable across channels



Cloud Contact Centre



Triage | Handover

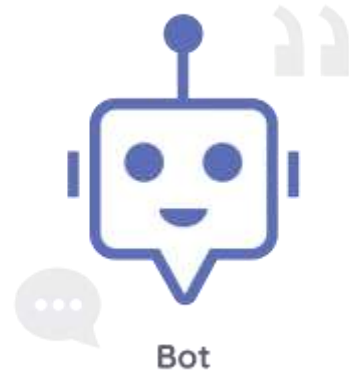
Innovation in Progress

The trend

A shift in position



Cloud Contact Centre



Bot

“Agent Assist”

AI-assisted customer service

- Chatbot listens in on the conversation and suggests answers and offers guidance
- Reduce average handling time
- Reduce training time of new agents
- Give more concise answers



I need a travel insurance!



Bot suggestion:

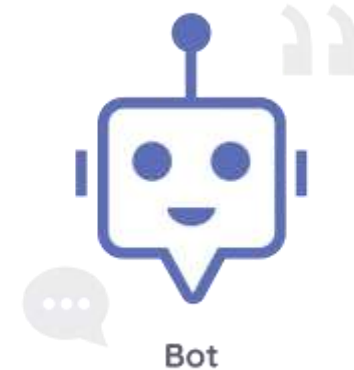
“We have premium and normal travel insurance offering. Unlimited coverage on cancellations, traveling goods and illness. If the travel is over 75 days we recommend a supplementary travel insurance”
👉 95 % Confidence

Next

Change

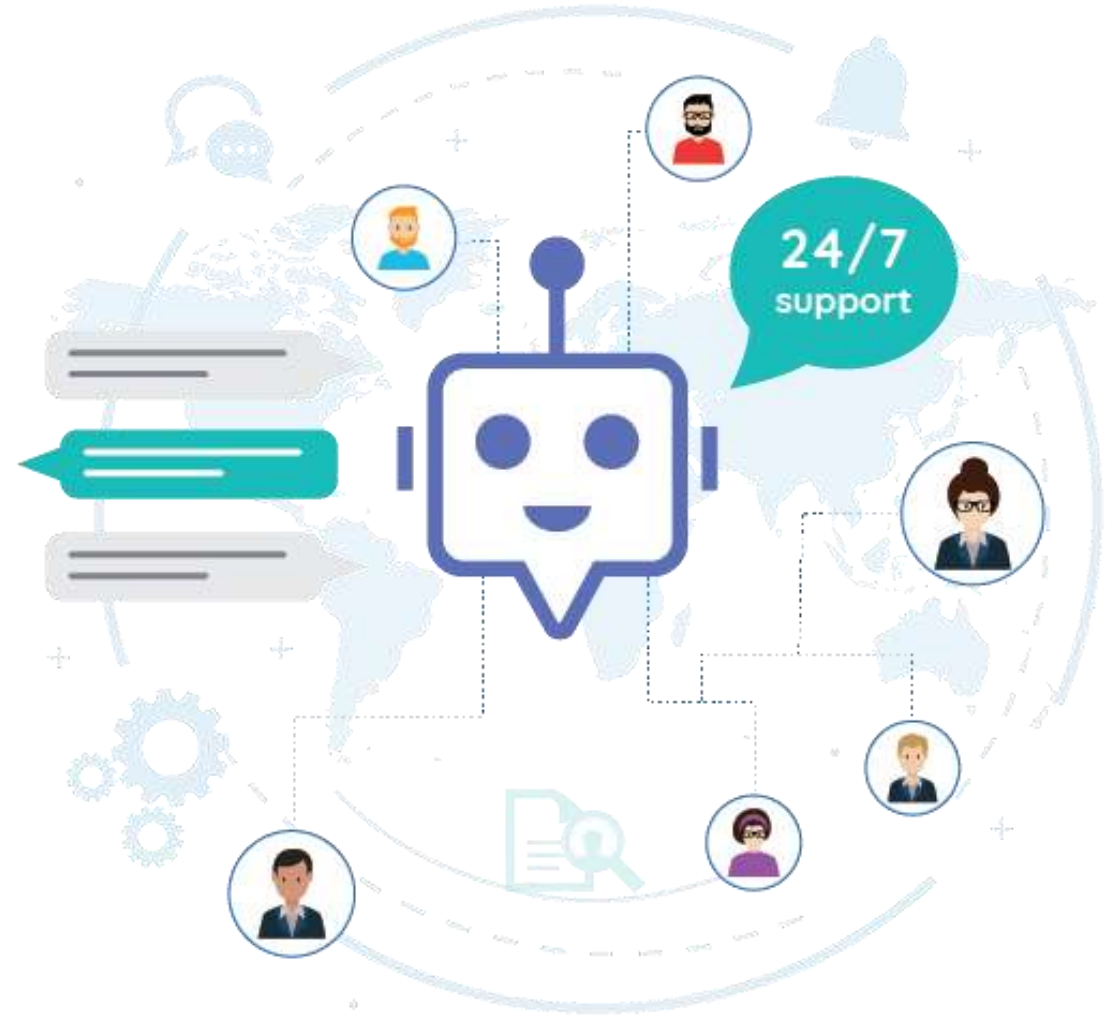
Reply

Start Signup



Puzzel Innovation | NextGen Agent Assist

- Suggestions and guidance
- Related interactions
- Historical interactions
- Knowledge articles
- Workflow automations



Thanks!

Mashud Ahmed – Innovation Manager

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puzzel. Solving
Customer
Interactions