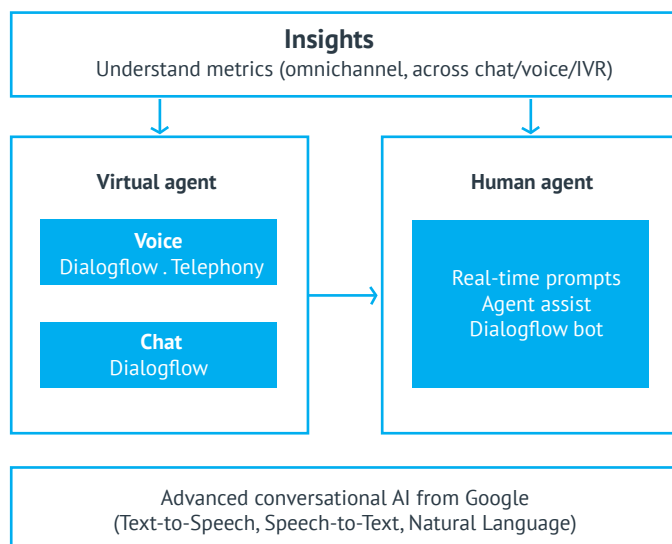


Google Contact Center Artificial Intelligence (CCAI)

Creating seamless customer experiences with intuitive CCAI

Businesses are constantly looking to improve customer experience and reduce costs by leveraging Artificial Intelligence (AI) to collate customer information and provide faster support. The onus is on CX leaders to empower their agents to deal with highly specialized and complex interactions. Google CCAI combines Dialogflow, speech-to-text, text-to-speech and natural language processing (NLP) to improve customer service with AI that understands, interacts and talks.



Google CCAI features



Virtual Agent

Gives members 24/7 access to immediate conversational self-service, with seamless handoffs to live agents for more complex issues



Chatbots

AI-powered chatbots created with Dialogflow CX can be deployed in minutes. Intuitive drag & drop visual flow builder makes it easy to build and maintain sophisticated conversations. These chatbots can seamlessly switch between topics, handle supplemental questions, and operate across multiple channels 24/7 to minimize live agent interventions.



Agent Assist

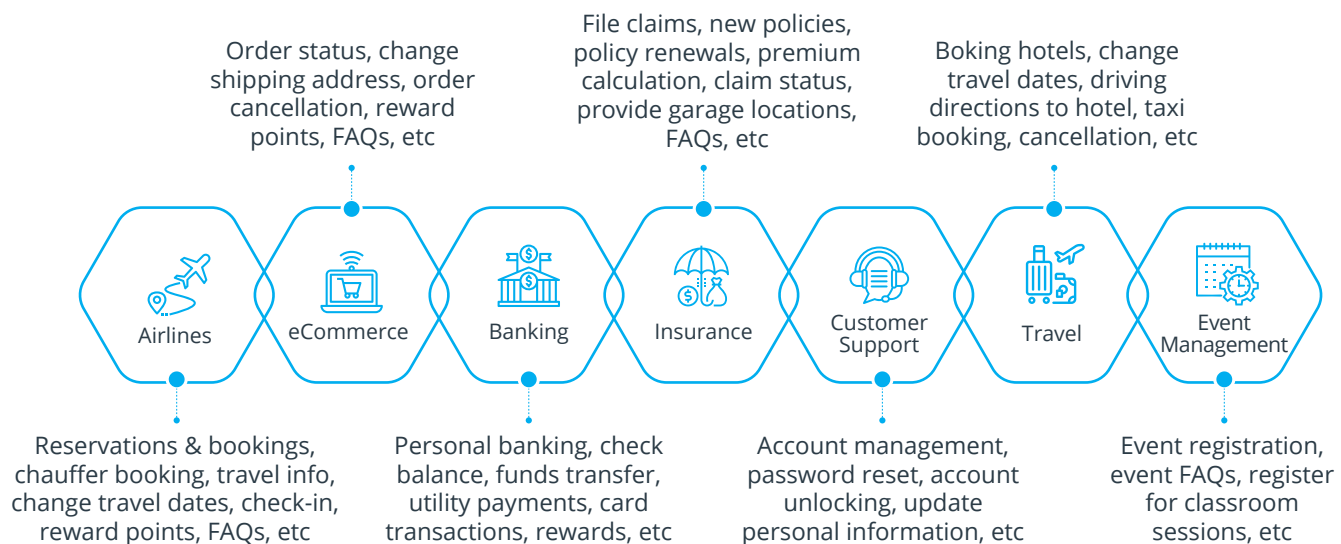
Empowers agents with continuous support during their calls by identifying intent and providing real-time, step-by-step assistance



Insights

Uses natural language processing to identify call drivers, popular questions, and other information that helps contact center managers learn about member interactions to improve call outcomes

Use Cases for Google CCAI solutions



Key Benefits

01 Consistent and contextual support across channels

Virtual agents can be deployed across channels - web, mobile app, IVRs, contact center platforms, etc. They also maintain context and provide accurate responses across channels

02 Empower agents with insights

- Turn your conversations into insights through analytics and reporting that uncover key call drivers, customer sentiment, and more
- Use the Insights to actionable triggers in real time by assisting agents or at later time by notifying business owners

03 Improved CSAT and operational efficiency

- Improve call deflection rates, achieve shorter handling times, and reduce agent training costs while making overall operations faster and more effective
- Reduce customer efforts by providing the accurate information and consistence experience across channels

Servion, a Google Contact Center Artificial Intelligence (CCAI) solutions partner, combines the power of natural language understanding and speech recognition to deploy intelligent chatbots and voice bots that help resolve fundamental issues. We also provide real-time agent assistance by empowering agents with context, insights, and intelligence required to deliver timely and accurate responses for interactions that need a human touch. Servion provides end-to-end consulting-led engagement in building not just Conversational AI but personalized solutions. We also offer 24x7 managed services that ensure ongoing optimization and support.

Servion supports Google CCAI integration with the below contact center platforms:



We also support integration with WhatsApp, Slack, Facebook Messenger, Telegram, and other Unified Communications platforms.



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For more information, contact marketing@servion.com

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centres and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle.

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