

## Business Challenges

A global BPO company provides customer experience solutions that span the entire customer lifecycle and has many jobs to handle. The company wanted to enable its agents to solve issues faster and enhance the customer experience. It desired to

- reduce the average time spent by an agent in responding to a query.
- provide agents with quick access to the knowledge base and necessary applications to resolve issues faster.

## Solution - Agent Assist Bot

We implemented an intelligent BOT with chat interface that was equipped with state-of-the-art technical features that included:

- BROWSER PLUGIN - Bot is deployed on the agent screen via browser plugin.
- POWERED WITH NLU - Bot reads through the message from user and understands the query and classifies it.
- KNOWLEDGE BASE INTEGRATION - Bot searches for the appropriate resolution workflow.
- GUIDED CONVERSATION - Bot provides a step by step guidance to the agent for resolution.
- PRE-DESIGNED TEMPLATES - Bot provides the agent with templates for the closing message.

It is powered with artificial intelligence (AI) and natural language understanding (NLU) capabilities and uses a chat interface to interact with the agents.

## Results:

Agent Assist bot could understand natural language, understand enterprise-specific knowledge and respond intelligently based on the context by pulling the data from multiple backend sources.

- Increased response rate and efficacy of the agents by enabling them to access key information quickly and easily.
- The expected average response time of the agents is reduced to less than 12 mins.
- 40% improvement in average time to respond to a query.

By enabling the agents with easy access to resolution workflows, the bot helped agents respond to and resolve issues faster. Overall, the agent assist bot is enabling the organization to improve productivity and experiences, and long-term profitability.

## ABOUT CLIENT

The client is a leading provider of customer management outsourcing solutions spanning the entire customer lifecycle. From customer acquisition and sales, customer care and support, to logistics and fulfilment, the company offers a seamless customer experience across all service channels.

The organization's award-winning Business Process Outsourcing services span both the Business-to-Consumer (B2C) and Business-to-Business (B2B) sectors across all industries for Fortune 1000 companies.

## ABOUT SMARTBOTS

SmartBots is an AI/ML based intelligence platform with pre-configured tools and AI and ML based rules engine that enables large corporates to create sophisticated conversational bots to automate and streamline activities, improve enterprise productivity, and boost employee and customer engagement.

For more information visit our site:  
[www.smartbots.ai](http://www.smartbots.ai)

## WHY SMARTBOTS?

Below are the advantages to your business when you implement SmartBots.

- Enhance customer engagement
- Boosts productivity with minimal process change
- Personalised experience to all your employees on all different levels and areas.
- Helps your business refocus on growth initiatives leveraging new technologies.

