

How it works

OneContact Intelligence is available in 3 modules. It gives you the choice to mix-and-match these modules to fit your business needs.

Module 1

Omnichannel Customer Service

Key benefit: Provides a 360-degree view of customer while reducing workload

- Activities consolidation:** Centralizes all inquiries, responds via voice, email, and live chat
- Case analysis:** The Natural Language Processing (NLP) engine extracts relevant information to determine case categorisation and status
- Topic classification:** Categorizes inquiries based on topics and suggests best actions
- Contact master:** 360-degree customer view allows easy investigation and create tailored views to comply with company's policy

Module 2

AI Action Engine

Key benefit: Reduces handling times with rapid recommendations

- Actions recommendations:** Provides follow-up actions using pre-defined rules and AI
- Automation:** Reduce resolution times and bring rapid responses like mobile alerts, with the support of RPA
- Complaint handling:** Predicts complaints using sentiment analysis, anomaly detection, and historic data

Module 3

Knowledge Search

Key benefit: Faster and hassle-free knowledge search

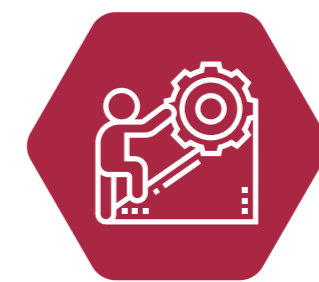
- Keywords search:** Use keywords and NLP to search documents and rank relevant results instantly
- Tagging and filtering:** Extract vital information from customers inquiries, while transforming them into structured data for further analysis using filters
- Customizable:** Preview content in PDF or document formats or auto sync with SharePoint



Architecting the Intelligent Customer Response



How you respond to your customers matters. It can impact business success, revenues, and reputation. Besides, every engagement gives you new insights into your customer behaviour, market trends and revenue opportunities – **data that can make your competitive.**



The major challenges are workloads and complexity. Customer care professionals are often snowed under increasing workloads, while juggling multiple and often disparate customer channels. It means **urgent problems get overlooked and resolutions times get delayed.**



Fragmented solutions increase complexity. **Poor integration and data sharing between solutions** result in customer care professionals missing out on customer trigger points, changes in behaviour patterns and cross-selling opportunities. The steep learning curve also makes it daunting for new professionals.

We do not need another solution,
What we need is to rethink
how we approach customer care.
Enter OneContact Intelligence.

Details to Keep in Mind

Our professionals are only one email away. Whether you have a question, need more information or find out how our solution fits your business, contact us at

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Reinventing Customer Care

OneContact Intelligence is not another point solution. It is a best-of-breed platform, built on data-driven analytics and AI, with RPA integration, that automates, augments and simplifies the customer care professionals' jobs.

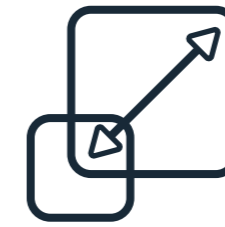
Features at glance:

- Automatically consolidates inquiries across multiple channels, and files cases using text analytics
- AI action engine improves response times with suggested actions and alerting on critical issues
- Knowledge Search organizes all corporate information and highlights the relevant knowledge for fast resolution
- RPA and other integration features to automate the repetitive processes
- Automatically sends the relevant response via the appropriate customer's inquiry channel

4 Major Benefits:



Efficiency: Improves problem resolution and response times by augmenting customer care professionals with the AI recommendations, automation and the right expert knowledge.



Scalable: Grows as your business scales by enabling your customer care professionals to handle more queries.



Accuracy: Uses AI and advanced search algorithms to improve the response accuracy, while indexing information in your company files.



Customer Centric: Puts customers at the centre, allowing them to engage with your company using their preferred channels, while your customer care professionals only need to focus on creating right response. The solution does the rest.

OneContact Intelligence Solution Overview

