

Contact Center Modernization

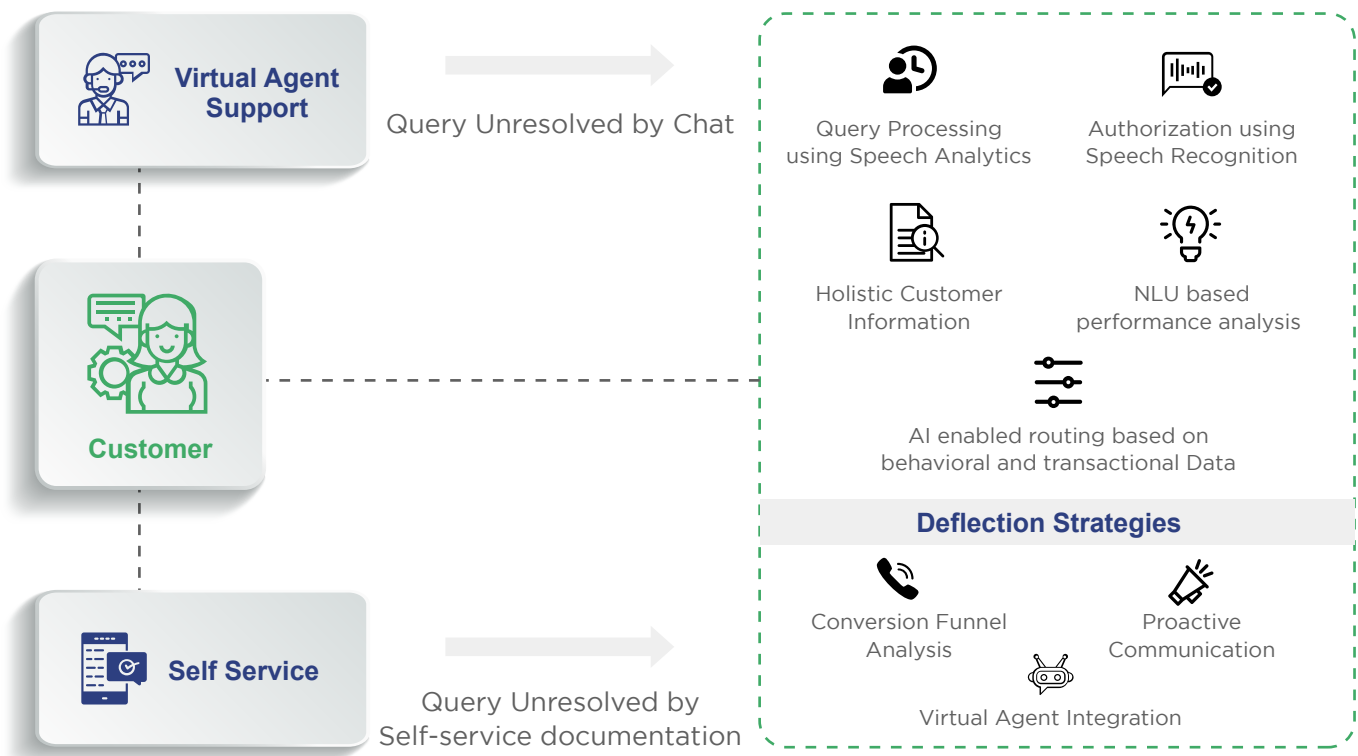
With Contact Center Modernization solutions, Quantiphi helps firms reimagine their contact center operations with cutting edge artificial intelligence and data-driven cloud-native capabilities

Modern Contact Centers need to offer seamless self-service capabilities, call deflection to low cost channels, high first-call resolution efficiency and a smart, integrated analytics platform



How will Contact Centers of the future function

We design modern contact centers which possess the architectural flexibility to continuously adapt to changing customer expectations and leverage advanced analytics and AI ML techniques to deliver industry leading customer service.



Quantiphi Offerings

Our offerings for Contact Center Modernization



Machine Learning Solutions

Intent Identification

Identify exhaustive set of customer queries and how they are phrased differently

Text Summarization

Summarize case notes for every customer interaction and provide real-time suggestion to agents

Q-A Generator

Generate question-answer pair from a knowledge base article

Grammar Corrector

Correct grammar of user input

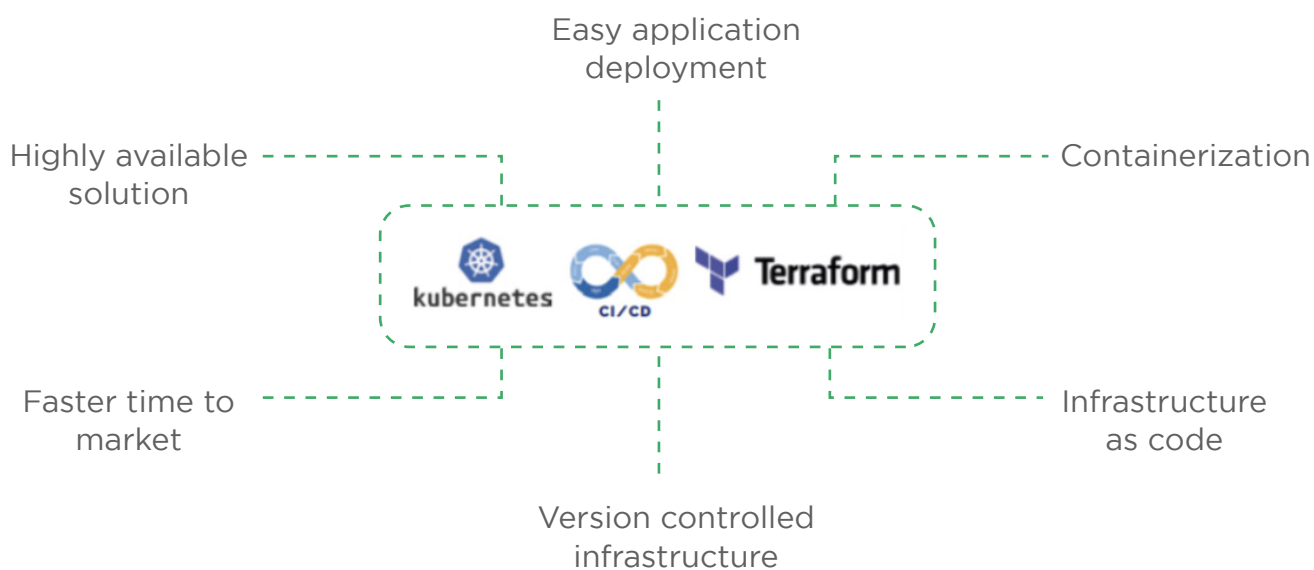
Open Domain Q&A System

Fetch right answer from knowledge base

Sentiment Analysis

Inspect subjective user inputs to analyze sentiment

Platform Scalability Solutions



Quantifiable Business Benefits

Up to
100%
reduction in call
abandonment
rate

20%
reduction in
average handle
time

27%
cheaper and
35%
less downtime

Quantiphi's Success Stories in Modernizing Contact Centers

Covid-19 Virtual Agent

A major US bank wanted to employ chatbots capable of answering ~100 questions in the wake of Covid-19 pandemic outbreak to respond to customer queries related to their retail services, card offerings, and stimulus packages provided by the state and federal government. Problems include long wait time, high call drop, conversations being put on hold for a long time.



Challenges:

- Intent Clashing due to similar queries
- Lack of consistent responses due to rapidly evolving COVID-19 situation
- Lack of 'Out of Box' customization options

Business Impact

- Bot Capable of handling ~100 distinct FAQs
- <0.5s of Average response time
- ~562K interactions across ~289K sessions, within the first 45 days of launch
- 24x7 Live chat availability



Voicebot For Customer Queries

A major multinational bank in India was looking to build an effective query response system with a virtual agent deployed on voice-enabled system that is capable of providing 24/7 self-service support to customers and eliminate wait time.



Challenges:

- Requirement of Multilingual Support
- Managing high variance of possible candidate response

Business Impact

- Reduced time & efforts
- Native Language Support
- Language Switch in Between Conversations
- 24x7 Live Chat Availability



Quantiphi Awards:



Leader in IDC Marketscape:
Worldwide Artificial Intelligence
IT services, 2021



Leader in the Forrester
New wave: Computer vision
Consultancies, Q4 2020



Innovator in the NEAT
Intelligent Automation in
Banking, 2021



Recognized as
a AIFinTech100
company