solving What Matters

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

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Long wait time: 75% of customers believe it takes too long to reach a live agent

Poor Customer Service: \$75 billion is lost by businesses annually due to poor

customer service

Challenges of Traditional Contact Centers

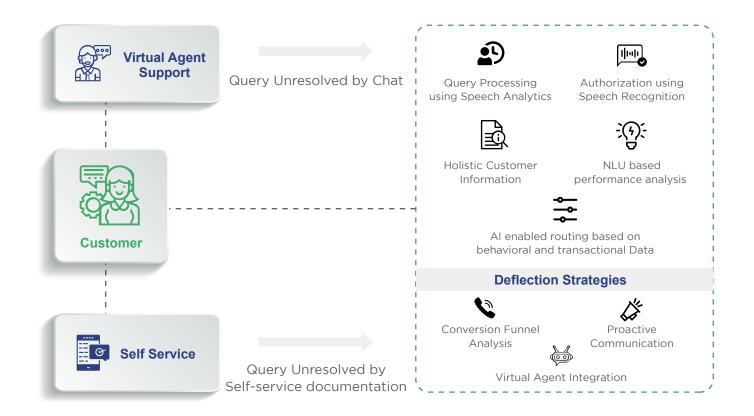
Low First Call Resolution Rates(FCR):

33% of consumers believe resolving the issue in first interaction is key to great customer service

Lack of Omnichannel Communication: 35% customers expect to reach the same customer service representative on any channel

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

Q-A Generator

Generate question-answer pair from a knowledge base article

Open Domain Q&A System

Fetch right answer from knowledge base

Text Summarization

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

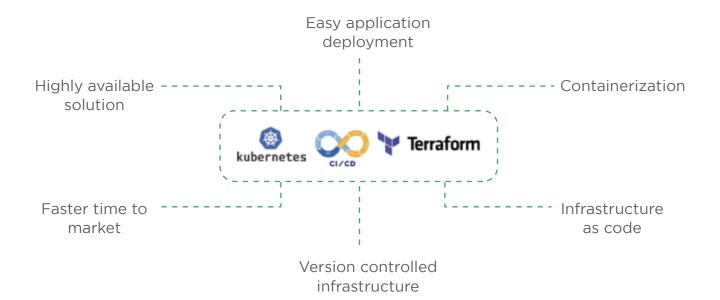
Grammar Corrector

Correct grammar of user input

Sentiment Analysis

Inspect subjective user inputs to analyze sentiment

Platform Scalability Solutions



Quantifiable Business Benefits



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

Quantiphi is an award-winning Al-first digital transformation engineering company driven by the desire to solve transformational problems at the heart of business. Quantiphi solves the toughest and complex business problems by combining deep industry experience, disciplined cloud and data engineering practices, and cutting-edge artificial intelligence research to achieve quantifiable business impact at unprecedented speed. We are passionate about our customers and obsessed with problem-solving to make products smarter, customer experiences frictionless, processes autonomous and businesses safer by detecting risks, threats and anomalies. For more on Quantiphi's capabilities, visit **www.quantiphi.com**

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