

Leverage assistive and cutting-edge AI and Machine Learning to create personalized, unified, and exceptional customer experiences while improving operational efficiencies with minimal investment.



Key Challenges Faced by Contact Centers



Restricted Contact Hours
Average hours of active services provided **07 hours**

Long Queue Wait Time
Users get upset when asked to wait **37 secs**

Loss of context/ info
Agents request to re-explain the issue **56 %**



Language Barriers
Contact Center feel need of multi-lingual support **75 %**

High Query Resolution Time
Agents don't have domain knowledge **42 %**

Call abandonment
Customers abandon the call before query resolution **15 %**



Virtual Agent: Self service solution for the customer to respond to their queries



Agent Assist: Provide contextual suggestions to the agents



Insights: Understand Contact Center Operations



AI-led Contact Center

Engineering Expertise

quantiphi

Contact Centre Partnerships

Total Experience Advisory



Conduct CX and EX maturity assessments



Design CXT roadmap



ROI modeling



Change management to drive adoption of technology



Last mile provider to ensure value realization

Contact Centre Transformation

Virtual agent to resolve account and profile related queries, with insights on intent grouping and sentiment analysis

Call Center Intelligence

Provided real-time chat and call categorization, summarization and insights from previously recorded chats and calls

Modernizing Contact Center

Delivered real-time solution capable of capturing caller information and identifying their pain points by translating, analyzing and categorizing root cause with real-time guidance for live agents

Business Impact

- **25%** Increase in deflections
- **80%** reduction in "dead air"
- **35%** Reduction in customer effort

Business Impact

- **85%** Estimated operational savings
- **6.5 Mn** rcall volume handled
- Reduced agent post-call handling time to SLA of **10 secs from 65 secs**

Business Impact

- Increased operational efficiency
- Reduced average handle time
- Dashboarding for valuable insights

The Quantiphi Edge



Better

25% more accurate



Faster

Half the time to deploy



Cheaper

30% lower cost



200+ Conversational AI Applications deployed in production



400+ Core Conversational AI Professionals

Quantiphi is an award-winning AI-first digital engineering company driven by the desire to reimagine and realise transformational opportunities at the heart of business.

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appliedai@quantiphi.com