PEGA

AI
CHATBOT

The average customer is currently waiting 45 mins-1 hour to speak with a customer service representative
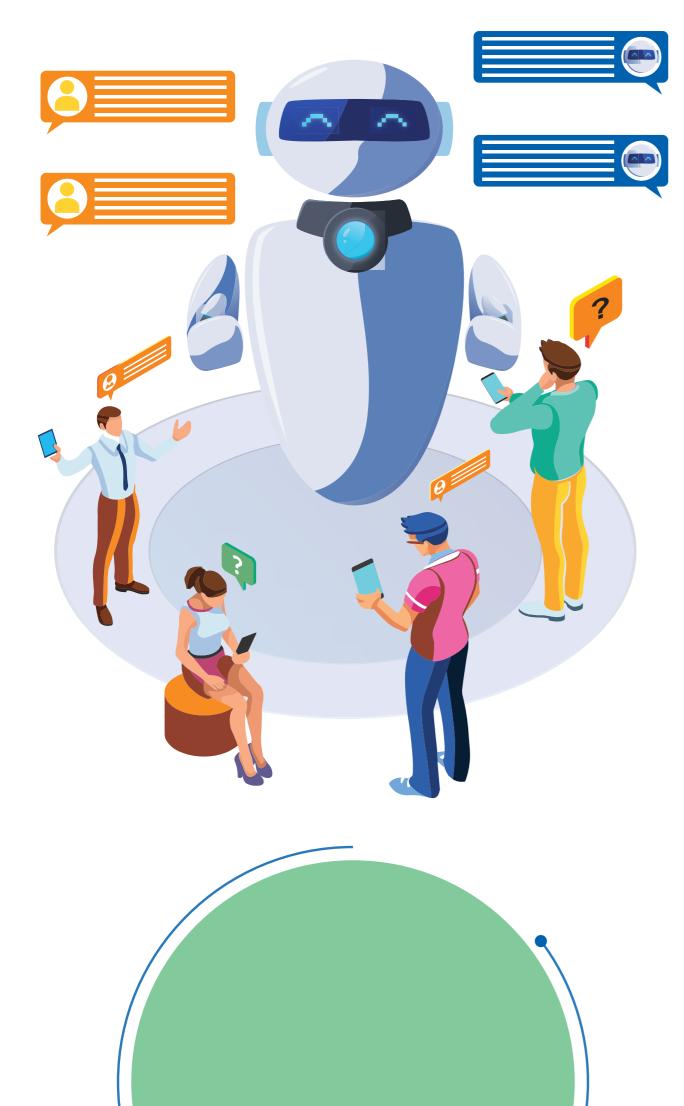

BUSINESS OWNER CHALLENGES
- High call volumes
- Reduction in operating hours
- Lesser workforce

END CUSTOMER CHALLENGES
- Long waiting times
- Reduced service availability

LET US HELP YOU WITH OUR PEGA CHATBOT SERVICE OFFERING
- Extremely quick implementation. Start to go-live in 4-6 weeks
- AI driven Chatbots can help answer common customer queries, 24x7 without any human intervention
- Chatbots integrated with your enterprise systems to provide real time information to customers
- Bolting a live chat option with the AI-Driven Chatbots, can enable the customer service agents to work remotely
- AI-Driven Chatbots can collect customer requests for offline processing & call back requests

RECENT ACCOMPLISHMENT - IMPLEMENTED A CHATBOT IN JUST 2 WEEKS FOR A LEADING INSURER IN NORTH AMERICA

CHATBOT CAPABILITIES

- Intent detection / categorization
- Auto-response notications
- Entity Identication & extraction
- Sentiment detection
- Customer styling & branding
- Attachment & photo support
- Form based data collection in Chatbots

- Skill based routing, queuing
- Content linking and dynamic common phrases
- CSR availability management & transfer to queue
- Save & share chat transcripts
- Real time chat monitoring & reports
- Pre-chat questionnaire & customer feedback surveys

SCOPE OF CHATBOT IMPLEMENTATION

- Conguration of 10 standard template based queries (Ex – "How to ?" type queries)
- Conguration of 5 advanced queries which require dynamic content and API calls
- Congure 3 chat queues for initial classication
- Congure a single customer verication method using any existing API

- Menu driven interaction mode within the Chatbot
- Support with integrating Chatbot on customer's website or mobile app
- Out of the box reporting conguration

CUSTOMER BENETS

- At least 40-60% of chat queries contained by the Chatbot without human intervention
- Reduction in overall call volumes to the contact center

- Reduced waiting times for your customers
- Ongoing innovation and improvement to Chatbot capabilities

For more information, contact information@coforge.com

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