

U-Self Serve



Transform Customer Experience and drive self-service automation rates

U-SELF SERVE - AI-DRIVEN INTELLIGENT VIRTUAL ASSISTANT

Automate and lower costs of customer service deflecting transactional interactions from higher cost channels to conversational self-service. Leverage Artificial Intelligence (AI) and Natural Language Understanding (NLU) across multiple languages and channels including interactive voice response (IVR), web and mobile to predict intent and sentiment, and deliver a personalized experience. Deliver proactive conversations with personalized recommendations to help identify new revenue opportunities.

Features



AI, NLU and Omnichannel Support

Train once and deploy everywhere leveraging AI and NLU to deliver a conversational self-service across multiple languages and channels including IVR, Mobile and Web. Understand end-user input and generate appropriate response with data from business systems.

Visual Modeler, Dialog Management and Simulator

Create IVR and rich digital conversations with ease. Test, troubleshoot and correct your IVA in-app with a Dialog Simulator. Allow users to switch context in multiturn conversations with Dialog Management and also guide users to a targeted outcome.





Intent Recognition and Routing

Recognize intent stated in natural language and transfer complex interactions with full context to a live agent, thus improving customer experience, increasing first contact resolution (FCR) and lowering average handle times (AHT).

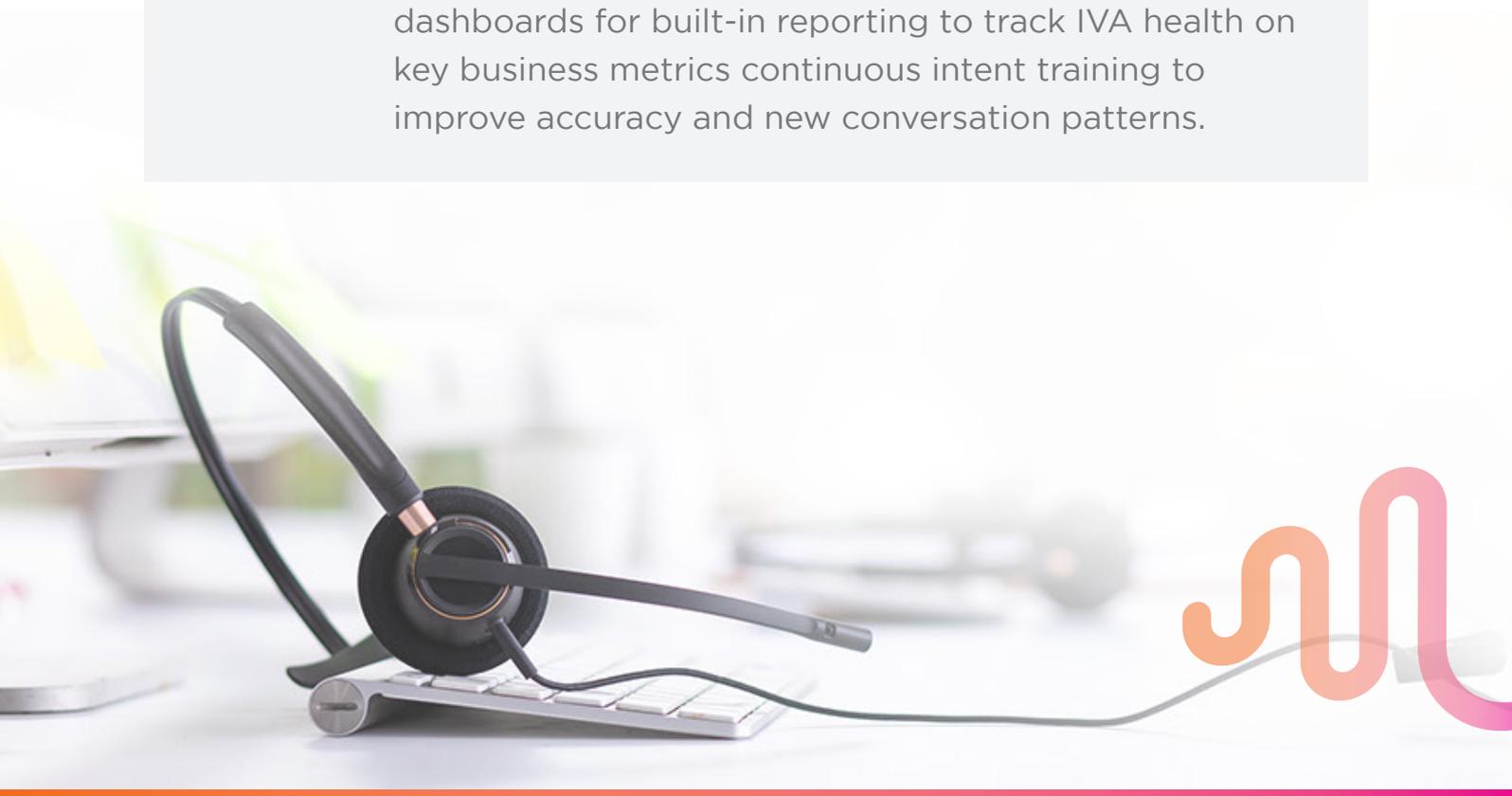
Intent Recommendation and Training

Leverage machine learning to train intents once and deploy across multiple channels. Ask clarifying questions to deliver intent recommendation. Deliver improvement in language models with continuous intent training to improve accuracy and new conversation patterns.



Conversation Packs and Live Operational Dashboards

Import intents from pre-built conversation packs to quicken time to deployment. Leverage live, operational dashboards for built-in reporting to track IVA health on key business metrics continuous intent training to improve accuracy and new conversation patterns.



Business Benefits



Improve Customer Satisfaction

Decrease customer effort with personalized and conversational self-service across IVR, web and mobile. Route conversations to the right agent with context to reduce AHT and increase FCR.



Increase Sales

Increase sales with personalized recommendations and proactive messaging across all channels. Track customer journey across channels to deliver an improved customer experience and eliminate lost revenue opportunities.



Lower Costs

Enable 24x7 customer support with no added cost. Deflect routine transactions from higher cost channels to increase self-service automation rates.

Integration with Contact Center Infrastructure

AVAYA



Genesys Engage

CISCO
Partner

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