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TrueServe™

by Deloitte Digital

TrueServe™ is an integrated suite of best-in-class contact center technologies and industry-specific accelerators – all designed to help you deliver a better human experience while creating a more efficient contact center.

The solution includes conversational AI-driven self-service features, a flexible orchestration layer, CCaaS, a next generation agent console, and an outcome-based design and analytics system.

TrueServe™ has the flexibility and modularity to meet you where you are on your journey and accelerate your path to value.

FEATURES

Conversational AI-driven self-service	The self-service features seamlessly support both voice and digital channels. The voice capabilities include integrated rich chat interactions that provide a unique and differentiated multi-modal experience.
Flexible orchestration	The pre-built orchestration layer has the flexibility to allow our self-service solution to connect with any technology ecosystem while supporting APIs, interaction management, and configurable redaction and encryption.
Contact center as a service	The solution offers a comprehensive, scalable suite of contact center capabilities built on leading cloud-based technologies with full integration into our self-service features and agent console.
Next generation agent console	The agent console brings a 360-degree view of the customer to the forefront with agent assist capabilities including next best action, dynamic knowledge, transcription, sentiment analysis, guided and scripted workflows, and a consolidated softphone to simplify the job of the agent.
Outcome-based design and analytics system	The conversational AI design and analytics system measures overall business value for virtual assistants and provides granular, actionable insight into the customer experience journey with an outcome-based analytic model and the ability to measure performance against goals.

BENEFITS

Right-channel approach

- Improve customer experience by getting customers into the right channel based on their needs
- Allocate agents' time towards more rewarding interactions
- Address potential staffing shortages and combat rising operating costs with seamless call deflection

Data-driven insights

- Gain visibility into customer behavior and sentiment
- Better understand and manage staff
- Increase contact center responsiveness with insights from built-in analytics and reporting

Accelerated time to value

- Leverage a preconfigured suite of leading contact center tools for CCaaS, CRM, WFM, CAI and analytics
- Control costs with an as-a-service delivery model
- Benefit from a modular solution designed to support flexibility in your technology stack

CONTACT

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