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Digital

Gen AI for Contact Centre and Service

For Contact Centres, Generative AI will not only improve the customer and agent experience, it will also improve efficiency – increasing deflection and reducing handle time.

Deloitte's Gen AI assets for the Contact Centre are intended to work collaboratively with Salesforce's AI Cloud and fill existing gaps with telephony partners - leveraging the latest capabilities to improve virtual agents, enable live agents, and facilitate the transition from one to the next.

It takes forethought and effective governance to leverage Gen AI in a way that mitigates risks inherent with this technology. Deloitte's Gen AI assets can help drive Trustworthy AI™ – aligning people, process, and technology to securely and effectively modernise your Contact Centre.

FEATURES

Call Summarisation and Wrap Up

Leverage Generative AI to summarise voice transcripts and customer details, providing greater context to agents as they take calls – reducing handle time and improving the customer experience. Use Gen AI to streamline the call wrap up process (summarise the voice transcripts to call out key topics, identify call types, set disposition, and identify next steps).

Live Agent Assist

Give live agents the ability to interact with a chatbot specifically trained on client proprietary data – while securely leveraging the power of large language models – to provide them with access to any information they need to accurately and efficiently answer customer questions.

Virtual Ask Me Anything with Human in the Loop

Enable virtual agents and chatbots to answer unplanned for and open-ended questions, leveraging client's proprietary data and LLMs to get answers without escalating to agents. Facilitate the process and mitigate risk by leveraging human oversight to ensure responses are validated, accurate, and positioned correctly.

BENEFITS



Increase productivity by decreasing agent handle time with Gen AI features that streamline the conversation and lower the time it takes agents to find critical information



Improve customer experience by providing greater transparency to agents as they engage with customers



Decrease costs by providing greater functionality to increase containment within IVAs and virtual agents

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