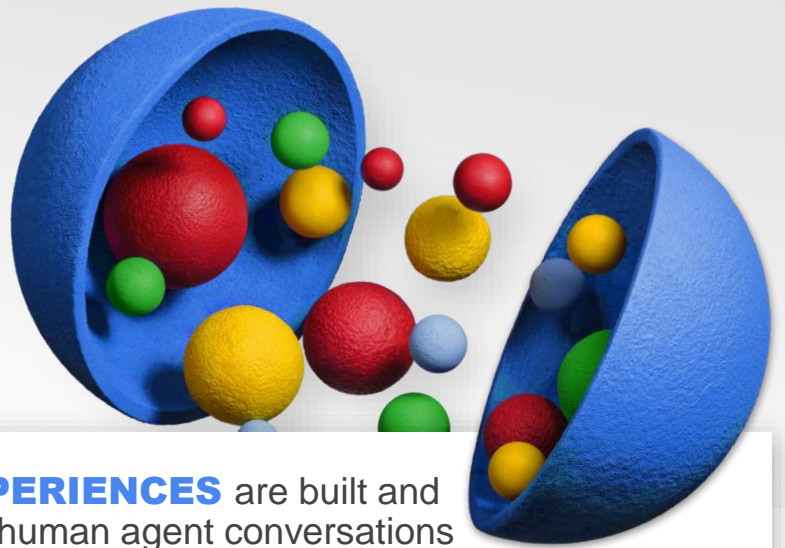




CUSTOMER TRANSFORMATION

WITH GOOGLE CONTACT CENTER AI & ADVANCED AGENT MODELER



THE BEST CONVERSATIONAL EXPERIENCES are built and optimized using all of your data, including human agent conversations

FROM CONVERSATIONS TO CUSTOMER ENGAGEMENT

Digitize, streamline, and connect customer communications across channels, starting with customer service. Customer transformation with Google CCAI and AIM reduces costs and improves customer experience.

PROACTIVELY ENGAGE CUSTOMERS

DEFLECT VOICE TO DIGITAL DIALOGUE

INCREASE EMPLOYEE PRODUCTIVITY

EFFECTIVE AUTOMATION

MARKET LEADING TECHNOLOGY

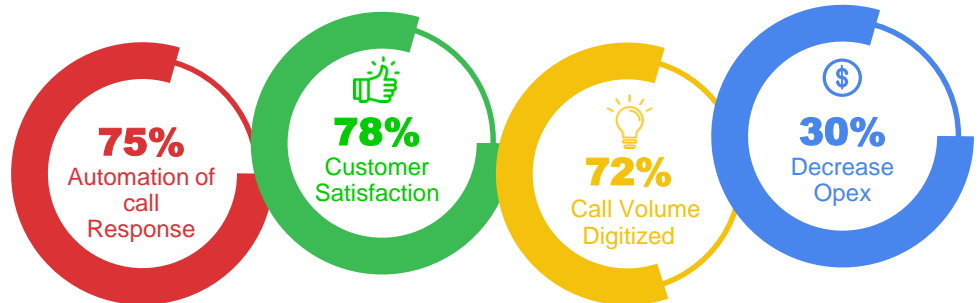
IMPLEMENTATION READY

WE DELIVER RESULTS

Data-driven design addressed 92% of customer questions found in transcripts

Created in 3 weeks vs manual design of 2 years

2X MORE COMPREHENSIVE WITH GOOGLE TOOLS



CAPABILITIES



OPERATING MODEL & ENHANCED WORKFORCE



SERVICE EXPERIENCE



INTELLIGENCE AND AI



OMNI CHANNEL DEPLOYMENT



LIVING MARKETING



INNOVATION AND ECOSYSTEM

WANT TO LEARN MORE? Contact [Matt Krueger](#) | matthew.d.krueger@accenture.com



CUSTOMER TRANSFORMATION ...STARTS HERE

ACCENTURE OFFERINGS

- Customized vision/approach
- Programmatic operating model

- Value case creation
- Intent prioritization, design, development

- Target architecture
- AI Operations

WE DELIVER RESULTS:

1

Design

Plan your strategy

2

Development

Integrate agent model and intents

3

Scale

Expand, run, optimize

LET'S HAVE A CONVERSATION

OUR TEAM



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2019
INDUSTRY SOLUTIONS
PARTNER OF THE YEAR

#1

IN GOOGLE
AI SERVICES

11X

GOOGLE CLOUD
AWARD WINNER
2011-2019

9

GOOGLE
SPECIALIZATIONS

WANT TO LEARN MORE? Contact [Matt Krueger](mailto:matthew.d.krueger@accenture.com) | matthew.d.krueger@accenture.com