

ARTIFICIAL AND GENUINE

AI Powered Experiences Leading Digital Transformations

Opportunity in transformation

The time is now, if...

-  You're looking to broaden customer care offerings
-  You want to increase self-service
-  You need to reduce costs
-  You're ready to differentiate your business

The opportunity

Intelligent Agents are smart, responsive and engaging assistants that harness the power of Artificial Intelligence (AI) to inform, support and advise customers, employees and businesses—helping them with their tasks, challenges and goals. Example applications are:

- HR Advisor
- Mortgage advisor
- Customer care agent
- Virtual concierge
- Procurement assistant
- IT helpdesk

Intelligence in action

Our goals include:



30%
reduction in OPEX



Coupled with a
2-3x
CSAT improvement
(CSAT -Customer Satisfaction)



5%
increase in revenue

Demand is evolving and businesses are moving from standalone chatbots to transformation-based services. With experience and expertise, we create value for you through Intelligent Customer Engagement solutions:



Combine cutting-edge Google AI technologies and research with our innovation framework



Deep expertise



Global experience



Proven methodology for faster delivery and reduced risk



Extensive, best in class partnership ecosystem



A network of experts for a wealth of thought leadership



World-leading accelerators



Powerful innovation architecture and delivery

Become AI driven at the core

As your trusted technology partners, Accenture and Google Cloud combine to create a new way to transform your value chain.



Google Cloud

- Enabling enterprise-wide transformation
- » Organize the world's information and make it universally accessible and useful
 - » Engineering-driven Innovation / AI
 - » Fast, scalable, easy to use ML / AI services



Accenture's Global Scale

- Accelerating innovation to drive transformation
- » Provide differentiated insights and analytical problem solving
 - » Excel in scaling and industrializing at speed, in a cost effective manner.
 - » Deliver high-end consulting by unlocking value and solving previously unresolved problems.



Partnership in practice – virtual agent solution for U.S. Telco

- Our client wanted to address high call volumes, the increased demand for digital chat, and additional staffing to meet these needs. Our solution delivered:
- » AI-powered virtual agent, trained to handle over 40% of call types
 - » 12% of calls deflected in first three years
 - » ~ \$153M in savings
 - » More personalized experiences
 - » 14% improvement on target customer satisfaction after 6 weeks

To connect to a smarter future and transform customer care, talk to us: GoogleAI@accenture.com