

IGNITE INSIGHT-LED DECISIONS



LAS VEGAS | JUNE 2-5 PEGAWORLD 2019

Accenture Aviation Experience Accelerator (AAEA)

A single, airline-wide platform that breaks silos and connects marketing, sales, service and airline operations in real-time to optimize the airline's processes, sales and services. By combining IoT and mobility, airlines are empowered to provide a seamless and improved customer experience while ensuring optimal operational efficiency.

Business Area: Travel

Tech Area: Customer Service, Next Best Action, ChatBot

Accenture Critical Care Staffing for Healthcare

Experience how automation empowers care providers to align staff resources to support patients with life-threatening injuries and illness.

Business Area: Health

Tech Area: Case Management, Pega Robotics, Digital Process Automation

Accenture Customer Safety & Recall Management (ACSRM)

By self-enabling business units to proactively notify customers of campaigns like product

ACCENTURE ASSETS AND OFFERINGS – BOOTH #1

safety, updates, recall, and maintenance, while recording the entire interaction history, ACSRSM helps increase customer engagement and loyalty.

Business Area: Automotive and Industrial

Tech Area: Pega Infinity

AI-Driven Omnichannel Customer Interaction Bot for Retailers

An omnichannel bot that provides a seamless customer experience to engage with retailers for an existing order. The customer can instantly and accurately get the latest information about their order, update shipping information, cancel their order, and even receive personalized offers or discounts for delayed orders. All of this is available from the comfort of their living room using Google Assistant, text message or phone call. This solution leverages Google Dialogflow and Pega workflow with Next Best Offer to service the customer.

Business Area: Retail

Tech Area: Next Best Action, Pega Infinity, Google Dialogflow

Banking as a Living Business

Centered on hyper-relevancy and vitality, Banking as a Living Business is built on Pega and enables business transformation and growth, while placing the customer at center.

Business Area: Banking

Tech Area: Case Management, Next Best Action, Digital Process Automation

Electronic Traveler Authorization

Accenture in collaboration with Pegasystems and WorldReach have created a digital border entry solution incorporating identity verification, risk profiling and decisioning to support straight-through processing or escalation to a skilled caseworker.

Business Area: Public Service

Tech Area: Case Management, AI

Intelligent Customer Engagement

Provide customers who engage a service provider via the interactive voice response channel, a rich digital engagement experience leveraging artificial intelligence directly on their mobile phone.

Business Area: Communications, Technology & Media

Tech Area: ChatBot, IVR

TECH PAVILION EXHIBIT HOURS

Monday June 3, 2019 11:00 a.m. - 6:30 p.m.

Tuesday June 4, 2019 11:00 a.m. - 7:00 p.m.

Stop by the booth to see a demo or reserve a time by emailing

michael.a.uchida@accenture.com

IoT Connected Asset Insights

This solution brings together connected sensor data, event streaming, in-memory databases and real-time analytics, and combines them with decisioning and workflow orchestration. It turns IoT connected asset insights into action by capturing and triaging IoT sensor data, combining it with other event or reference information, recommending the right action and orchestrating the outcomes.

Business Area: Manufacturing, Consumer Goods

Tech Area: Digital Process Automation, Next Best Action, IoT

Personal Data Control Center Automation (PDCC)

Built on Pega, PDCC acts as the “home” for personal data rules that can be defined by multiple stakeholders, then implemented across the enterprise estate. It helps unlock incremental value for customers, meet compliance requirements and improves cost optimization.

Business Area: Cross Industry

Tech Area: Case Management