at accenture we are focused on creating the best customer experiences on the planet why because consumers demand it and not just at the sales and store level in our research 89 of consumers expect to see modern technologies like ai and iot applied to service experiences too we identified seven critical opportunities for brands to provide stronger emotional connections with customers we call these the moments that matter in service this led us to develop our connected resolution engine a salesforce certified bolt solution designed to elevate and enhance the service experience let's see how meet monic a manufacturer of connected industrial equipment monarch uses accenture's connected resolution engine to provide fleet management solutions to their customers
this is rachel a seasoned equipment operator at a construction company that subscribes to monarch's fleet management solutions as a result of predictive maintenance.

rachel's excavator was recently taken out of service and a replacement unit was assigned to her a week later while operating her replacement excavator rachel experiences a malfunction that brings the machine to a halt.

iot technology informs the connected resolution engine of the problem and resolution steps are identified.

rachel interacts with a monarch chatbot which helps diagnose the problem and identify the replacement part a technician with the right skills.

the right part at the right time is dispatched to the construction site throughout the service journey rachel receives ongoing communications keeping her informed and updated about the resolution progress.

rachel and her company benefit from ever improving experiences as the manufacturer utilizes the aggregated data from its connected...
equipment
to continually improve its products and
predict and resolve
issues all while improving the customer
service
elevate the customer service experience
powered by accenture
powered by accenture
and salesforce
English (auto-generated)