



# MOMENTS THAT MATTER

## VIDEO TRANSCRIPT

**00:00**

at accenture we are focused on creating

**00:03**

the best customer experiences on the

**00:05**

planet

**00:06**

why because consumers demand it and not

**00:09**

just at the sales and store level

**00:12**

in our research 89 of consumers expect

**00:15**

to see modern technologies

**00:17**

like ai and iot applied to service

**00:20**

experiences

**00:21**

too we identified seven critical

**00:24**

opportunities for brands to provide

**00:26**

stronger emotional connections with

**00:28**

customers we call these

**00:30**

the moments that matter in service this

**00:33**

led us to develop our connected

**00:35**

resolution engine

**00:36**

a salesforce certified bolt solution

**00:39**

designed to elevate and enhance the

**00:41**

service experience

**00:43**

let's see how meet monic

**00:46**

a manufacturer of connected industrial

**00:48**

equipment

**00:49**

monarch uses accenture's connected

**00:52**

resolution engine

**00:53**

to provide fleet management solutions to

**00:55**

their customers



**00:57**

this is rachel a seasoned equipment

**00:59**

operator at a construction company that

**01:01**

subscribes to monarch's fleet management

**01:04**

solutions

**01:05**

as a result of predictive maintenance

**01:08**

rachel's excavator was recently taken

**01:10**

out of service

**01:11**

and a replacement unit was assigned to

**01:13**

her a week later

**01:15**

while operating her replacement

**01:17**

excavator rachel experiences a

**01:19**

malfunction

**01:20**

that brings the machine to a halt iot

**01:23**

technology

**01:24**

informs the connected resolution engine

**01:26**

of the problem

**01:27**

and resolution steps are identified

**01:30**

Rachel

**01:31**

interacts with a monarch chatbot which

**01:33**

helps diagnose the problem

**01:35**

and identify the replacement part a

**01:38**

technician with the right skills

**01:40**

right part at the right time is

**01:42**

dispatched to the construction site

**01:45**

throughout the service journey rachel

**01:47**

receives

**01:48**

ongoing communications keeping her

**01:50**

informed

**01:51**

and updated about the resolution

**01:53**

progress

**01:55**

rachel and her company benefit from ever

**01:58**

improving experiences

**01:59**

as the manufacturer utilizes the

**02:01**

aggregated data from its connected



**02:03**

equipment

**02:04**

to continually improve its products and

**02:07**

predict and resolve

**02:08**

issues all while improving the customer

**02:11**

service

**02:12**

elevate the customer service experience

**02:14**

powered by accenture

**02:16**

and salesforce

English (auto-generated)

Copyright © 2020 Accenture  
All rights reserved.

Accenture, its logo, and High  
Performance Delivered are  
trademarks of Accenture.