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.

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
- 75% Automation of call Response
- 78% Customer Satisfaction
- 72% Call Volume Digitized
- 30% Decrease Opex

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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

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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

OUR TEAM

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Google Cloud

2019 INDUSTRY SOLUTIONS PARTNER OF THE YEAR
#1 IN GOOGLE AI SERVICES
11X GOOGLE CLOUD AWARD WINNER 2011-2019
9 GOOGLE SPECIALIZATIONS