The best conversational experiences are built and optimized using all of your data, including human agent conversations.

From conversations to customer engagement

- Proactively engage customers
- Deflect voice to digital dialogue
- Increase employee productivity
- Effective automation
- Market leading technology
- Implementation ready

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

- Automation of call response: 75%
- Customer satisfaction: 78%
- Call volume digitized: 72%
- Decrease OPEX: 30%

Capabilities

- Operating model & Enhanced workforce
- Omni channel deployment
- Service experience
- Living marketing
- Intelligence and AI
- Innovation and ecosystem

Want to learn more? Contact us: Fernando Constantino/ f.constantino@accenture.com
Customer transformation…starts here

**Accenture offerings**

<table>
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<tr>
<th>Customized vision/approach</th>
<th>Intent prioritization, design, development</th>
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<td>Programmatic operating model</td>
<td>Target architecture</td>
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<tr>
<td>Value case creation</td>
<td>AI Operations</td>
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</tbody>
</table>

**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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**Accenture + Google Cloud**

- 2019 Industry Solutions Partner of the Year
- #1 In Google AI services
- 13X Google Cloud Award Winner 2011-2020
- 9 Google specializations

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