The time is now, if...

You’re looking to broaden customer care offerings
You want to increase self-service
You need to reduce costs
You’re ready to differentiate your business

The opportunity
Intelligent Agents are smart, responsive and engaging assistants that harness the power of Artificial Intelligence (AI) to inform, support and advise customers, employees and businesses—helping them with their tasks, challenges and goals. Example applications include:

- HR Advisor
- Mortgage advisor
- Procurement assistant
- Customer care agent
- IT helpdesk

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Opportunity in transformation

Become AI driven at the core

As your trusted technology partners, Accenture and Google Cloud combine to create a new way to transform your value chain.

Google Cloud
Enabling enterprise-wide transformation
- Organizing the world’s information and make it universally accessible and useful
- Engineering-driven Innovation / AI
- Fast, scalable, easy to use AI / ML services

Partnership in practice – virtual agent solution for U.S. Telco
Our client wanted to address high call volumes, the increased demand for digital chat, and additional staffing to meet these needs. Our solution delivered:

- AI-powered virtual agent, trained to handle over 40% of call types
- 12% of calls deflected in first three years
- ~$153M in savings
- More personalized experiences
- 14% improvement on target customer satisfaction after 6 weeks

Accenture’s Global Scale
Accelerating innovation to drive transformation
- Provide differentiated insights and analytical problem solving
- Excel in scaling and industrializing at speed, in a cost effective manner
- Deliver high-end consulting by unlocking value and solving previously unsolvable problems

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To connect to a smarter future and transform customer care, talk to us: GoogleAI@accenture.com

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