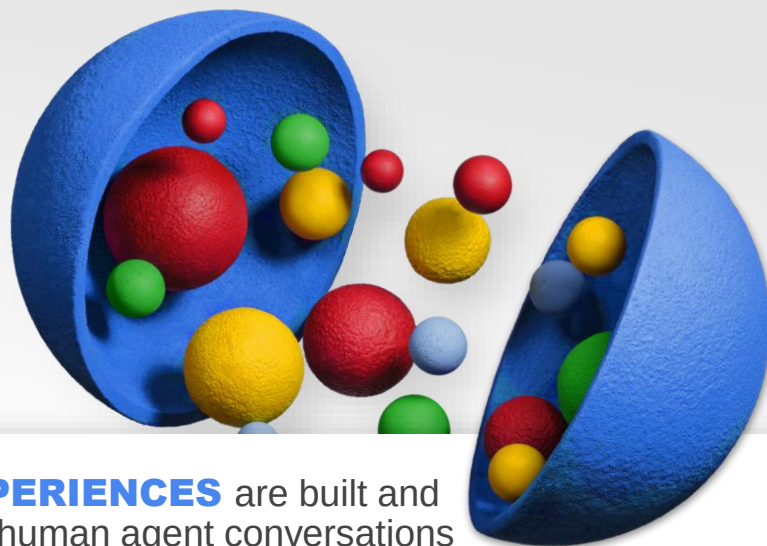




CUSTOMER TRANSFORMATION

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.

PROACTIVELY
ENGAGE
CUSTOMERS

EFFECTIVE
AUTOMATION

DEFLECT VOICE
TO DIGITAL
DIALOGUE

MARKET LEADING
TECHNOLOGY

INCREASE
EMPLOYEE
PRODUCTIVITY

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



CAPABILITIES



OPERATING MODEL & ENHANCED WORKFORCE



SERVICE EXPERIENCE



INTELLIGENCE AND AI



OMNI CHANNEL DEPLOYMENT

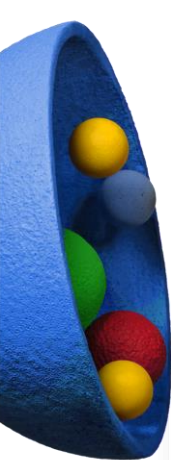


LIVING MARKETING



INNOVATION AND ECOSYSTEM

WANT TO LEARN MORE? Contact [Matt Krueger](#) | matthew.d.krueger@accenture.com



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

LET'S HAVE A CONVERSATION

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

WANT TO LEARN MORE? Contact [Matt Krueger](mailto:matthew.d.krueger@accenture.com) | matthew.d.krueger@accenture.com