



REVOLUTIONIZE CUSTOMER INTERACTIONS WITH ACCENTURE CAIP

AUDIO TRANSCRIPT

In this era of rapid digital transformation, Conversational AI, powered by Traditional and Generative AI, is reshaping customer engagement for businesses.

Those embracing this technology leap are witnessing improved capabilities and efficiency. Gartner predicts that by 2026, over 80% of enterprises will utilize Generative AI applications.

And with 89% of customers preferring online self-help, companies are turning to AI for transformative customer interactions across all channels.

But in a crowded market, selecting the right tools is challenging and there are many hurdles when implementing a truly agile enterprise scale platform within an ever-evolving channel & vendor ecosystem.

Enter Accenture's Conversational AI Platform or CAIP. Highly customisable and extendable, CAIP is further powered by Generative AI making it a hybrid solution.

CAIP is a middleware that offers a plug and play architecture for building robust virtual agent solutions across channels and languages that can be scaled and managed across the whole enterprise.

Acting as an orchestration platform, CAIP seamlessly integrates with market leading user channels, live agent tools, AI vendors, and backend systems, allowing quick switches for a best-in-class solution.

As a preferred virtual assistant solution, CAIP provides a hybrid AI approach tailored to your needs, sustaining existing investments with a unified interface across bots for a consistent user & designer experience.

CAIP supports platform changes and future adaptability within your existing framework, freeing you from committing to a new technology path, now or in the future.

With its non-restrictive, tech and vendor agnostic capabilities, CAIP is making waves globally, driving customer satisfaction and delivering cost savings across industries.

Elevate your organization's digital transformation journey. Choose CAIP—the Conversational AI Platform.

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