

Practical Solutions During the Crisis

Powered by our AI Platform

directly

AI-powered automation and workforce solutions to successfully navigate the crisis

We're Here to Help during COVID-19

The impact of COVID-19 on global health, welfare, and commerce is tragic and undeniable. Customer support organizations around the world are deeply affected. Contact centers are closing, agents are unable to get to work, and companies are scrambling to move to work-at-home and implement automation solutions.

It's a jarring and unprecedented situation, and we're committed to helping companies through these uncertain times with our AI-powered automation and workforce solutions. Customers such as Microsoft, Samsung, Airbnb, and Autodesk are using our AI platform to understand their customer conversations, automate common support issues, and engage freelancers to supplement their contact center.

Customers rely on us to help them reduce customer contacts up to 80%, boost CSAT up to 20% and save millions per year.

Practical Solutions

Identify Automation Opportunities

Given the fast-changing environment during the crisis, the first step for many customers is understanding ticket patterns. Our AI platform offers machine learning capabilities, trained by our gig workforce, to interpret every customer ticket, identify trends, and recommend what should be automated. This will help with your resource planning, contact resolution strategy, and inform your automation strategy.

Shift Volume from IVR to Digital Channels

With quarantines and shelter-in-place orders causing contact centers to close or shift to work-at-home, wait times might be going up and customers are looking for options to get off the phone. For a global telecommunications company, we've provided an option for customers to opt-in to receive support via text message instead waiting on hold when matched to specific customer intents. This has been very successful, with 85% containment and 10 point improvements in CSAT.

 **Improve Chatbot Performance**

For customers who have invested in virtual agents or chatbots, new questions are coming in everyday surrounding COVID that the bot has never seen before and will not be able to handle. Traditional bot training is slow and difficult, with many companies staffing agents to train the bot on a daily basis. Our AI platform integrates into any virtual agent and does the training for you with our gig workforce doing all the work. For a global customer of ours in hospitality, we've provided automation that has learned in real-time during the crisis, helping get vital information about COVID-19 policies to thousands and thousands of anxious consumers.

 **Deploy Internationally in a Dozen Languages**

For global businesses, many companies are experiencing international operations shutting down and need multi-language support. We have experience in over a dozen of the most common languages. For a large global technology company, we recently launched in Europe in less than 24 hours, supporting 5,000 new questions a day in German, French and Italian, while maintaining their current CSAT and wait times.

 **Contact Center Augmentation**

With quarantines and shelter-in-place orders causing contact centers to close or shift to work-at-home, meeting or exceeding your SLA's may become more difficult. Wait times might go up and ensuring customers get the help they need might become challenging. We will set up a successful gig workforce in 1-2 weeks. We'll help you advertise the opportunity, vet applications with skills and language tests, onboard & educate hundreds or thousands of gig workers, intelligently route the right questions, and provide you real-time reporting.

 **Surge & Spike Management**

Uncertain consumers have a wealth of new questions for customer service, and it is very challenging to predict the volumes that are coming and when they will hit. AI-powered automation and workforce solutions enable you to easily ramp up and down volume. One of our customers in consumer electronics just asked us to plan for 3X to 20X increases in volume as their BPO in Manila went down and we significantly expanded capacity within days.