

Large U.S. Contact Center Achieves 25% Increase in Agent Productivity with Addition of AI Virtual Assistant

↑42%

INCREASE IN FTR RATE WITH THE ADDITION OF A “SELF-SERVICE” CHANNEL



Customer Profile

A large U.S. Contact Center selected Openstream’s advanced Conversational AI platform, Eva™, to develop and deploy an intelligent, multimodal Virtual Assistant offering customers a “self-service” option to successfully solve their own issues or easily transfer to a human agent for additional assistance.

Challenges

- Lack of tools for the Customer Support Employee (CSE) to quickly obtain the right documentation to answer questions
- Current “self-service” option for customers was poor
- First Time to Resolution (FTR) rate needed to be higher

Solution

- Eva was integrated with the Contact Center’s multiple back-end systems to access customer information and company data
- Enabled fast access to accurate responses
- Voice-enabled Virtual Assistant was a 24/7 “self-service” channel for customers

Results

With Eva, the Contact Center now has the power to deliver proactive and personalized experiences to strengthen their customer connections across every channel

"Eva provided the Contact Center with cutting-edge Artificial Intelligence (AI) technology that can take the business further and yield a better understanding of customer behavior."

