mediatel data

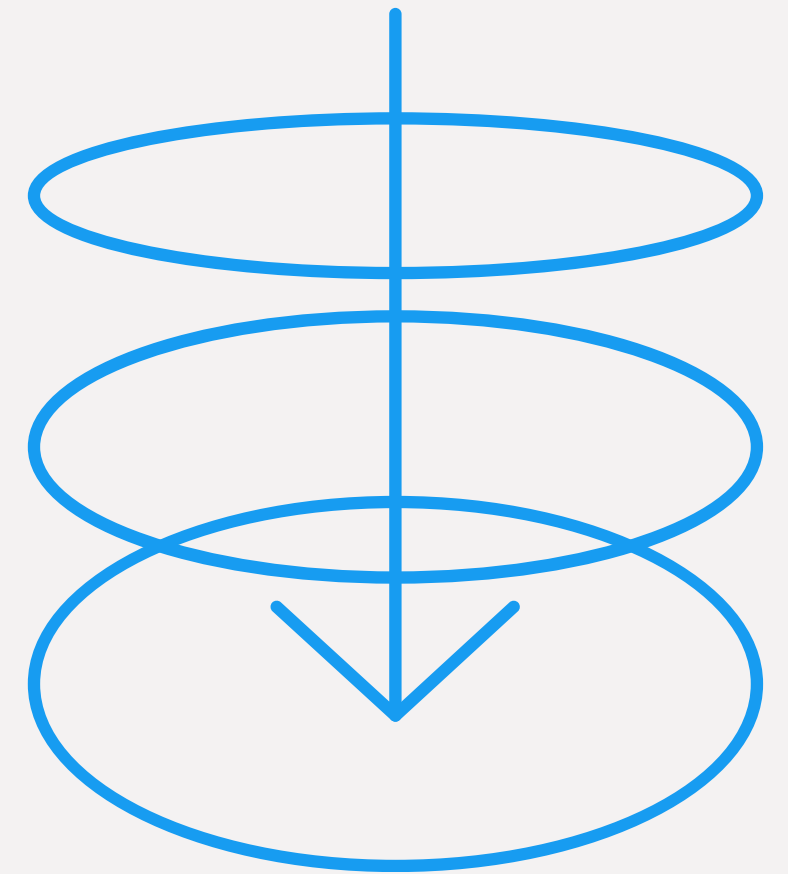# How Mediatel Data AI Solutions Transforms Customer/ Agent Experience

Customer Care & Expo 2023

01 - Using AI to Enhance (Not Replace) Human Work

02 - Systems that Support, Assist, and Collaborate with People

03 - Contact Centers in the AI Era

New Future

AI has the potential to transform the customer and agents' experience by enabling businesses to gain deep insights into **customer behavior**, preferences, and **needs** and providing **personalized**, seamless, and frictionless **experiences** that meet the evolving demands of today's customers.

01 - Using AI to Enhance (Not Replace) Human Work

Human

Artificial intelligence is transforming the way we work, but it doesn't have to mean the end of human jobs.

Businesses can use AI to enhance human work and enable us to achieve even more.

By working collaboratively with AI-powered systems, we can increase efficiency, productivity, and quality while creating more rewarding and meaningful work experiences for ourselves.

02 - Systems that Support, Assist, and Collaborate with People

Chatbot/Voice Bot

Provide immediate assistance and support

- Provides **quick** and recorded responses, **automating** agent **tasks**
- Collects **feedback** from customers.
- Customers **can ask questions**, get **recommendations**, receive **updates on their accounts**, and even make **purchases** through the chatbot.

Benefits

- Boosts your service productivity
- Faster response times
- Reduced workload
- Enhanced job satisfaction and CX
- 24/7 availabe

Easy integration - Friendly experience

- From **mobile** to **desktop**, from **WhatsApp**, or Telegram to **Facebook**, our chatbot integrates seamlessly to say hello, and create a positive connection wherever your customers want to chat.
- **Self-design** - choose your style.

Salesforce study

69%
of consumers prefer to use chatbots for quick communication with brands.

75%
of them prefer to speak to a human agent for more complex inquiries.

This statistic underscores the importance of finding a balance between chatbots and human agents in customer service.

## 02 - Systems that Support, Assist, and Collaborate with People

Call Analytics

Analytics

Easy identification of keywords and anything semantically similar to the searched criteria for analysis. Risk elements can also be based on criteria, not just keywords.

Advanced Reporting

Customized to meet specific business needs; real-time data visualization for quick and easy analysis.
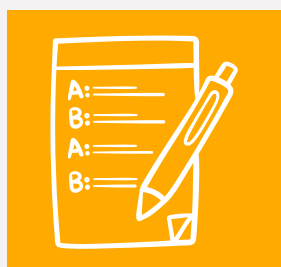
Script adherence

Being an AI-based solution, this enables the evaluation of calls based on content, steps, levels, and more through an automated quality control process.

Emotions Analysis

The module uses natural language processing and machine learning algorithms to analyze the tone, sentiment, and emotions of agent and customers.

Answering Machine Detection

- AMD classifies audio inputs: answering machine or human voice
- Voice box detection only requires 275ms of speech.
- Accuracy >99%.
- The detection time for voicemail is fixed, unlike the standard solution which is time-varying.

Customers

- Faster resolution times: With AMD, agents can quickly detect voice boxes or answering machines, and **leave a message or call back later**. This can reduce wait times for customers and lead to faster issue resolution.

- Reduced frustration: Customers are less likely to become frustrated or irritated if they do not have to wait on the line for an extended period only to reach an answering machine. AMD enables agents to **reach customers in real-time** and **improve** the **overall customer experience.**

Agents

- Improved efficiency: AMD can help agents make **better use of their time** by avoiding long periods on the phone with no answer. Agents can **quickly identify** voice boxes and move on to the next call, improving their overall efficiency.

- Higher call volumes: By reducing call times, AMD can enable agents to handle **more calls in a shorter amount of time**. This can improve **productivity** and **reduce wait times** for customers.

02 - Systems that Support, Assist, and Collaborate with People

Email Dispatch

Capabilities

- **Email classification** (based on email body, email metadata, attachment contents, attachment metadata).
- **Information retrieval from the attachments** like CNPs, CUIs, Data from invoices etc.
- Each assigned class or retrieved information is accompanied by a **confidence score**.

Agent Experience

- **Improved efficiency**: Email dispatch enables agents to handle multiple customer inquiries simultaneously, improving their overall efficiency and productivity.
- **Better use of time**: Agents can use email dispatch to manage their time more effectively by prioritizing inquiries and responding to them in a timely manner.
- **Higher job satisfaction**: Agents may feel less stressed and burnt out if they can manage their workload effectively with email dispatch, leading to higher job satisfaction and retention rates.

Customer experience

- **Convenience**: Email dispatch provides customers with a convenient and flexible way to reach out to a business for support. Customers can send an email at any time and receive a response when it is most convenient for them.
- **Documented communication**: Email dispatch creates a record of all customer interactions, which can be helpful for both the customer and the business if there are any issues or disputes later on.
- **Faster response times**: With email dispatch, agents can quickly respond to customer inquiries without the need for a phone call. This can reduce wait times for customers and lead to faster issue resolution.

We are still human
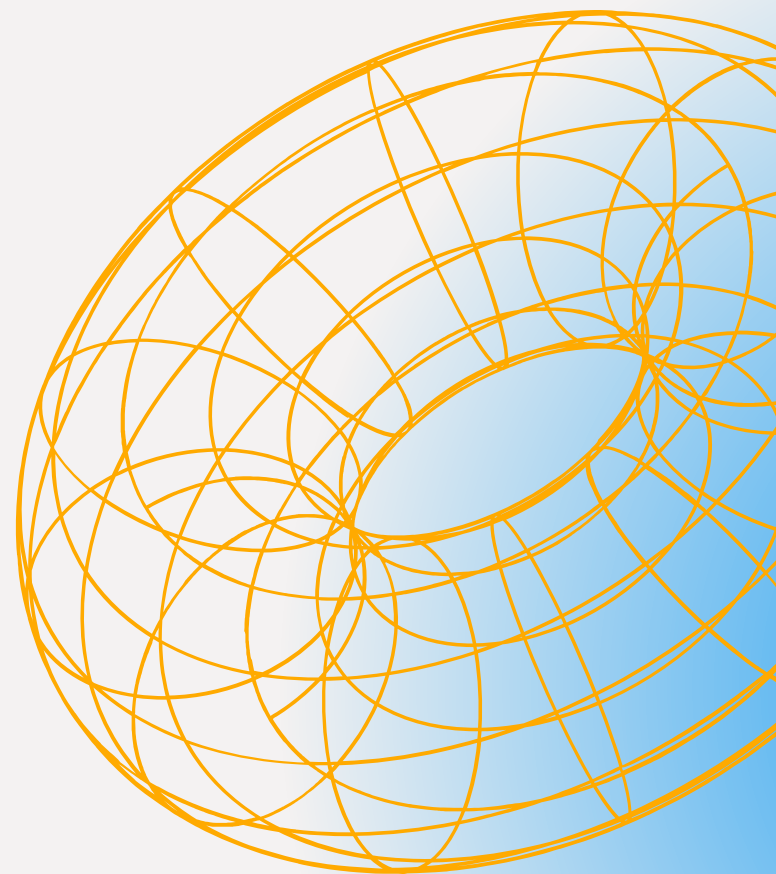
03 - Contact Centers in the AI Era

AI plays an increasingly important role in modern contact centers, helping to improve efficiency, accuracy, and the overall customer experience.

Mediatel Data offers a range of AI-powered solutions that can help contact centers leverage the power of AI and position themselves for success in the AI era.

Our solutions are designed to be flexible and scalable, allowing our clients to adapt to changing customer needs and business requirements.

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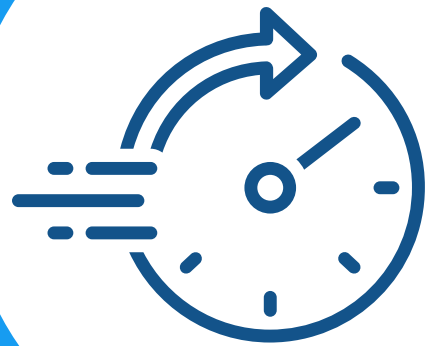
FASTER RESPONSE TIMES

AI-powered assistants can provide **instant responses** to customer inquiries, **reducing wait times** and improving **customer satisfaction.**

MORE EFFICIENT SUPPORT

AI-powered tools can **automate routine tasks** such as data entry, call routing, and appointment scheduling, freeing up agents to **focus on more complex issues that require human expertis**e.
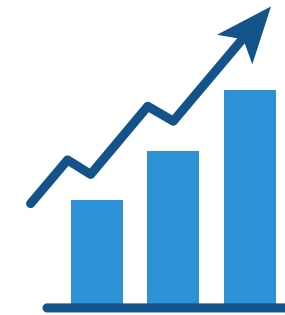
INCREASED CUSTOMER SATISFACTION

AI-powered solutions can provide **personalized recommendations and insights** that help agents to provide better, more targeted support to customers, leading to **higher levels of satisfaction.**

ENHANCED EMPLOYEE PRODUCTIVITY

By automating routine tasks and providing agents with more personalized insights, AI-powered solutions can **improve productivity and job satisfaction**.
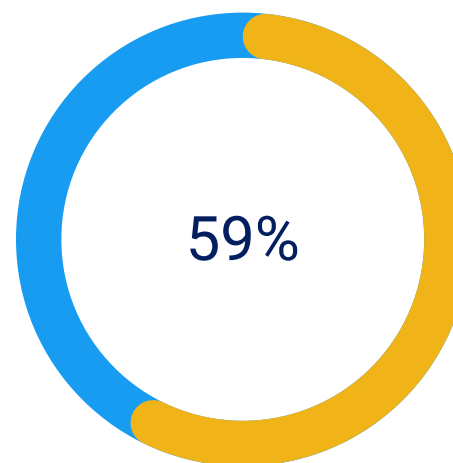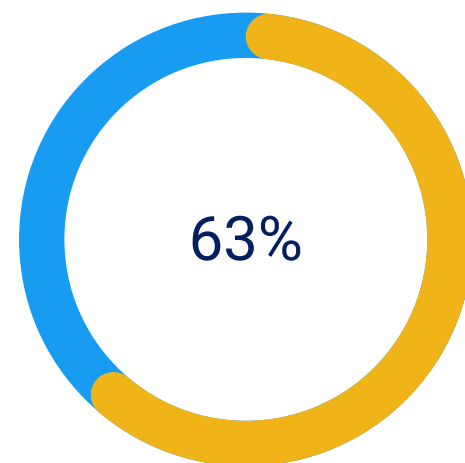
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Statistics - Contact Center in the AI Era

According to a study by Forrester, companies that use AI-powered chatbots for customer service have seen a **64%** increase in agent productivity.

64%

50%
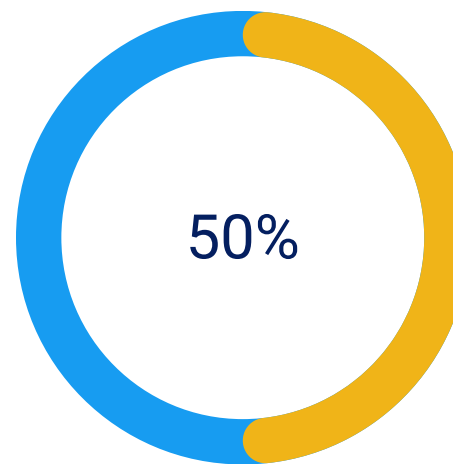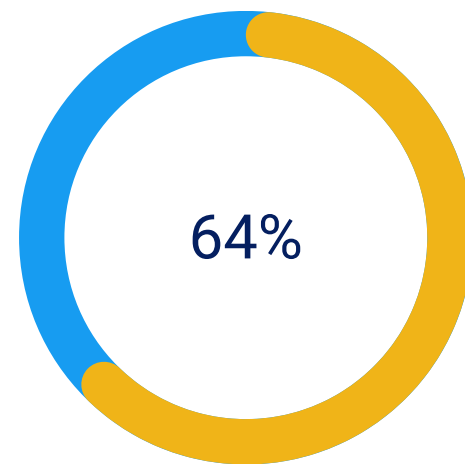
Companies that use AI in their customer service operations see an average reduction of **50%** in response times. (Harvard Business Review)

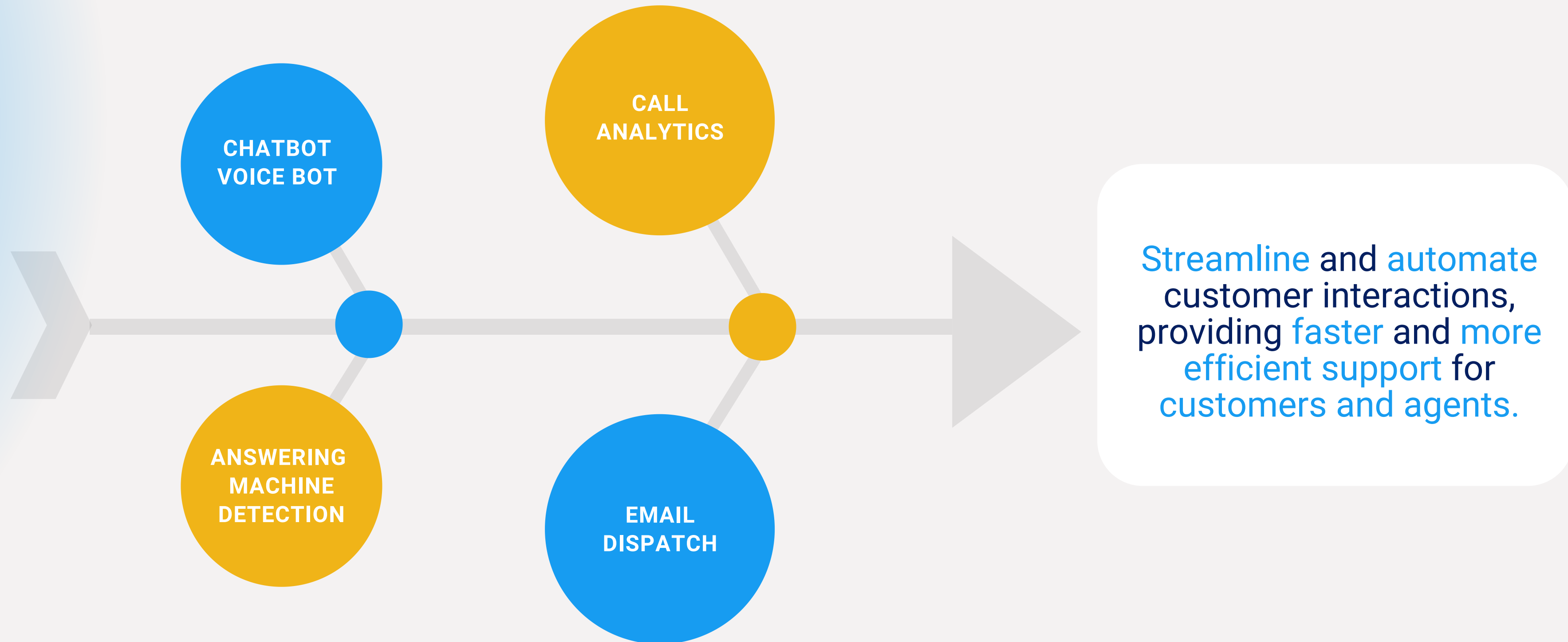A study by PwC found that **63%** of consumers believe AI can help companies provide a better customer experience.

63%

59%

In a survey conducted by Deloitte, **59%** of customers say they prefer using self-service options like chatbots or virtual assistants for simple inquiries.

Conclusions

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Mediatel Data's suite of AI-powered tools for customer service can help businesses enhance agent and customer experience across a range of channels.

CHATBOT VOICE BOT

CALL ANALYTICS

ANSWERING MACHINE DETECTION

EMAIL DISPATCH

Streamline and automate customer interactions, providing faster and more efficient support for customers and agents.

Why Mediatel Data?

- 27 years experience
- Worldwide
- Call & Contact Center Full Solution

- Artificial Intelligence & Automation
- Omni-channel, Cross-channel & Multi-channel platforms
- Perfectly fits in various industries.

Thanks

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