IntouchAi

Driving Accurate and Efficient Customer Experience Post-Interaction

Advanced generative AI and sophisticated automation technology empower team members and drive engagement, improving employee experiences (EX) through easy, enhanced connection. This technology can streamline workflows for human agents, ultimately enabling your teams to optimize your customer experience (CX) post-interaction.

Our unique, holistic approach connects the dots between people, processes, and technology.

The Challenge

We partnered with a leading consumer goods brand that needed help driving efficient and accurate customer service, post-interaction.

The brand receives numerous customer inquiries and troubleshooting requests requiring fast, accurate service from agents. When troubleshooting templates are not available, agents must manually type out responses, which increases the total handle time and increases the risk of human error.

Our Solution

To improve accuracy and efficiency, we implemented a technology solution to assist agents in resolving problems by offering smart, templated responses for various consumer inquiries and troubleshooting scenarios. Sidd Pro, Laivly's artificial intelligence (AI) agent assist tool, utilizes both natural language processing and robotic process automation to review all cases post-interaction. Leveraging this data, we have created new templates, which are subsequently made available for agents to use in future interactions.

Our operations team works together to identify the most frequently encountered scenarios to suggest troubleshooting templates and recommendations. Additionally, missing templates are flagged for operations to review. These are then uploaded by Laivly into the CRM for future use.

Our Results

Since implementation, our partner has achieved improved accuracy and productivity. The brand saw the following results with Sidd Pro:

61% ▶ improvement in handle time (HT)

82% ▶ representative satisfaction (RSAT)