Customer service agents are overloaded with the same frequently asked questions and repetitive business processes that make it harder to deliver exceptional customer service.

The Watson Customer Care Virtual Agent enables you to reduce costs and improve efficiency by letting Watson automate responses to common customer service questions (Tier 1 support).

Benefits

Use IBM’s expertise and Watson APIs to quickly build a working prototype that can improve customer engagement and loyalty. The Customer Care Virtual Agent helps accelerate your time to market with a customized cognitive application that uses all your data.

What we need from you

The success of the project is predicated on the continuous attendance and active participation of your team. It is the responsibility of your team to provide the materials, content, and knowledge that the IBM experts will use to configure and develop the solution.

1. Natural Language Understanding
Watson’s ability to understand end user questions in natural language enables an intuitive and human-friendly interface for customers.

2. Pre-trained content
Customer Care Virtual Agent comes with a set of pre-built capabilities that work right out of the box. These core capabilities cover the most common customer service queries for four industries:
– Customer Service
– Energy
– Retail Banking
– Telecom

3. Improved customer satisfaction
Answer the most common customer queries in the very first interaction. When human intervention is required, easily escalate to an agent via Slack, LiveEngage or Salesforce Service Cloud.

A three step approach to get started

The solution is delivered over a four week time frame with a three step approach:

1. Prepare your task checklist
During the first two weeks, IBM experts will collaborate with your team as you perform the tasks required to successfully configure the solution. A kick-off session will be scheduled to review the business use case, walk through the preparatory tasks, and identify the best methods to complete each task. Your team will have two weeks to complete each task during which IBM will provide remote guidance. Next, we’ll have a checkpoint to evaluate completion of tasks to determine if you are ready to begin execution.

2. Execute the solution
During the two week execute phase IBM experts will work remotely to train the Watson Services to align to your business needs by using the content and knowledge provided during the prepare phase. At the end, the solution will undergo testing and calibration as the team prepares for the final read out.

3. Final read out
The implementation will conclude with a final read out that occurs with your executive sponsors. During the session, IBM will show a live demo of the solution and your team can provide feedback. We’ll end with a high-level discussion on how to further mature and enhance the solution.

Contact us
For more information regarding this offering or any of our services, please contact your Watson Sales Representative or visit ibm.biz/watsonplatform-scheduler