Customer Care Voice Agent

Digital, automated, scalable 24x7 support that delivers higher customer satisfaction at a lower cost

Benefits

Watson can help you in your customer service transformation—enabling enhanced engagement with customers over digital and voice channels. Watson blends AI assistants, live agents and customer data to dramatically enhance customer satisfaction, empower your agents, and scale customer support operations.

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.

Solution Overview

The solution integrates Watson to your phone network by using IBM’s Voice Agent technology to seamlessly orchestrate Watson Assistant, Watson Speech to Text and Watson Text to Speech.

Timeline

1–2 days
Within one to two days you will be able to talk through a basic conversation

6 weeks
Within six weeks you should have a proof of concept with multiple question and answer flows

3–6 months
Within three to six months you should have Customer Care Voice Agent integrated into your call center system

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