

Expert Assist

An IBM led four week engagement to deploy Watson with your content

Customer-facing professionals, such as call center agents and subject matter experts require instant access to information to resolve issues, answer questions or cross-sell/upsell a customer. When this information is difficult to find, average call handling time (AHT) increases and customer and employee satisfaction decrease.

The **Expert Assist solution** uses **Watson Conversation Service**, **Watson Discovery Service**, and **Watson Knowledge Studio** to provide AI-powered search, enabling professionals to quickly find answers rather than sifting through multiple systems or documents.

Watson's ability to understand questions in natural language enables an intuitive and human-friendly interface for users. Watson can adapt to the nuances in language specific to your company or industry, delivering more relevant answers, faster. Improve first call resolution (FCR) to increase

client and employee satisfaction, while growing your business by cross-selling/up-selling new opportunities.

Benefits

Use IBM's expertise and Watson's APIs to quickly build a working prototype that can improve customer engagement and loyalty. The Expert Assist solution helps accelerate your time to market with a customized cognitive application that uses all your data.

Empowers agents with real-time answers. **Enables** an intuitive, human-friendly interface. **Teaches** the solution the language of your industry. **Improves** AHT, FCR and reduce churn.

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.

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/watsonconversation



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