Credgenics



CG Guide

AI-Powered Knowledge Management Bot for Improved CX

Credgenics CG Guide is a real-time Knowledge Management bot, built for contact centres. It puts relevant SOPs, decision trees and customer context at the agent's fingertips—helping teams resolve queries faster, reduce customer effort and deliver consistent, compliant experiences.

Key Features

Decision-Tree Guidance
Guide agents step by step through complex processes

Contextual Assist
Surface relevant guidance and customer context during interactions.

Conversational Interface
Provides agents instant answers through a simple, chat-like experience

No-Code Administration
Let process owners update knowledge and workflows without IT intervention

Live Knowledge Base
Keep SOPs, scripts and escalation paths centralized and instantly updated

Flexible AI Deployment
Run Cognitive Lite on-premises or upgrade to Gen-AI summarization and adaptive scripts.

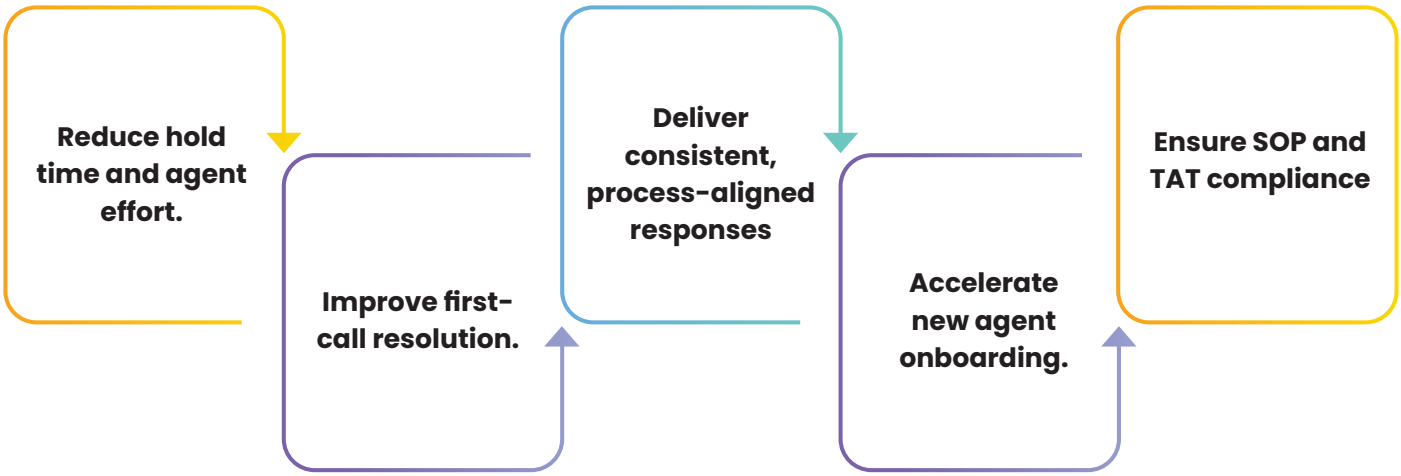
CX & Performance Intelligence

- **Interaction Analytics —** Track usage across agents, teams and interaction types.
- **Knowledge Gap Insights —** Identify frequently queried topics and areas requiring better guidance.
- **Agent Adoption Tracking —** Measure usage and identify coaching opportunities.
- **Efficiency Insights —** Compare assisted vs. unassisted interactions to measure handle-time impact.
- **Resolution Analytics —** Track first-contact resolution against CG Guide usage.
- **Content Health Monitoring —** Keep knowledge current with content freshness alerts.

Built for Critical Customer Interactions

- **Customer Service** Resolve queries faster with real-time guidance and customer context.
- **Complaint Resolution** Guide agents through escalation and resolution workflows.
- **Sales & Cross-Sell** Provide relevant product information and conversation guidance.
- **Customer Retention** Empower agents with the right scripts, information and next-best actions.
- **Back-Office Operations** Standardize processes and simplify access to critical knowledge.
- **Agent Support** Equip teams with real-time answers, guidance and contextual assistance.

Business Value Delivered



About Credgenics

Credgenics is the leading AI-powered debt collections and resolution platform, trusted by 150+ banks, NBFCs, MFIs, fintechs, and ARCs worldwide. Its advanced full-stack solution leverages predictive and generative AI to assess risk, segment borrowers, and craft personalized recovery strategies across the end-to-end collections lifecycle. Supporting all credit products across retail and MSME/SME portfolios, Credgenics empowers lenders to accelerate recoveries, optimize operational efficiency, and drive smarter collections at scale.

sales@credgenics.com

LG Floor, Smartworks, World Trade Tower, Sector 16, Noida, India