

Rezo's

AI-Powered Contact Center

Transforming Customer Experience

www.rezo.ai

Pin Down Technological Buzzwords



1. **AI -** Artificial Intelligence is an algorithmic computer program that simulates human intelligence.
2. **ML -** Machine Learning (ML) is AI that alters itself based on data
3. **NLP -** Natural Language Processing (NLP) is a branch of AI focused on helping computers understand and communicate in human language
4. **RPA -** Robotic Process Automation (RPA) is a computer program that is processed to simulate human actions to complete tasks and workflows
5. **VOC -** Voice Of Customer (VoC) is the customer's feedback about their experiences with and expectations for your products or services.
6. **ASP -** Automated Speech Recognition (ASP) The process of enabling a computer to identify and respond to the sounds produced in human speech
7. **Chatbots -** Chatbots are automated tools that use AI to create a smarter, guided customer service experience 24/7, 365 days a year.
8. **PA -** Predictive analysis includes emotion, tone, and sentiment identification and automated signals for upselling or cross-selling accordingly
9. **CSAT/CX -** Customer Satisfaction (CSAT) and Customer Experience (CX) reflect the level of service you deliver to your customers.

Buzzwords

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Chapter 1: State Of The Customer Support Industry

01

A unique customer experience is an essential component of any successful organization. In today's world of hyper-competition and automation, the importance of customer experience in the service business is getting a lot of traction. The customer service business, on the other hand, has been in chaos for a long time. Despite the fact that it is a necessary role for any company, not everyone enjoys working in this industry. Unsatisfied customers and agents have a retention rate of 40-50%, and businesses are grumbling about the growing cost of running a contact center. Despite the fact that the three problems appear to be independent, the root cause is the same: inefficient operations.

> **Each year, it is estimated that US$41 Billion is wasted in businesses owing to bad customer service.**

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Challenges Faced By The Customers

- Inconsistent Experience
- High Resolution Time
- No 24x7 Helpdesk
- Lack Of Personalization
- Lack Of Omnichannel Experience

Challenges Faced By The Agents

- Inconsistent Repetitive Queries
- Lack Of Challenge At Work
- Low Growth Prospects
- Moody Customers

Challenges Faced By The Businesses

- High Costs To Run Contact Center
- Low Customer Satisfaction Score
- Scalability Issues
- High Attrition Rate
- Low Transparency
- Lack Of Brand Compliance



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> According to research by Forbes Insights,
>
> **AI in contact centers will surpass all other business drivers by up to 20% by 2022.**

Chapter 2: Cloud Contact Center For Customer Support

02

Contact centers, being a key point of contact for businesses with their customers, are thus becoming a critical emphasis area, with firms using a variety of tools and technology to supplement their operations in order to provide unrivaled customer support, service, and thus customer experiences.

The AI-Powered Contact Center is one such breakthrough technology that has revolutionized contact center experiences around the world and continues to propel the tide of change ahead. Cloud contact centers help organizations acquire and retain consumers by increasing the pace and quality of customer support, substantially cutting wait times, and raising customer satisfaction levels.

At an unprecedented rate, AI-powered contact centers are changing the face of customer care. Through digital and telecommunication technologies, it is a programmed and intelligent approach to giving conversational experiences that mimic interactions with real people. In today's world, when customer experience is the most important differentiation between businesses, how one moulds and innovates their contact center experiences can have a big impact on a company's growth and development

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Chapter 3

Where Can Automation Prove Beneficial?

There are various prospects for automation in traditional call centers. With today's technical advancements, businesses can kickstart their automation journey with greater efficiency while lowering operational costs.

The following are the relevant use cases of cloud contact centers across verticals where automation can be advantageous.

1.BFSI

Automate Query Resolution
Streamline outbound and inbound banking procedures like loan or credit qualification, collection, customer onboarding, document processing, and phone banking queries like account updates, offers, credit/debit card services respectively via voice and other channels with accuracy and faster turnaround time.

Automate Document Processing
Extract, verify, identify and gather multiple documents from customers in real-time.



Proactive Outreach - The entire process of multiple calls to customers before payments can be shortened and automated. Send outbound notifications and alerts to ensure proactive engagement and reach.

Automated Quality Check - Highlight agent scorecards by scoring them as per their performances, understand the voice of the customers in real-time, and post-call/voice analysis across email, voice, and other channels.

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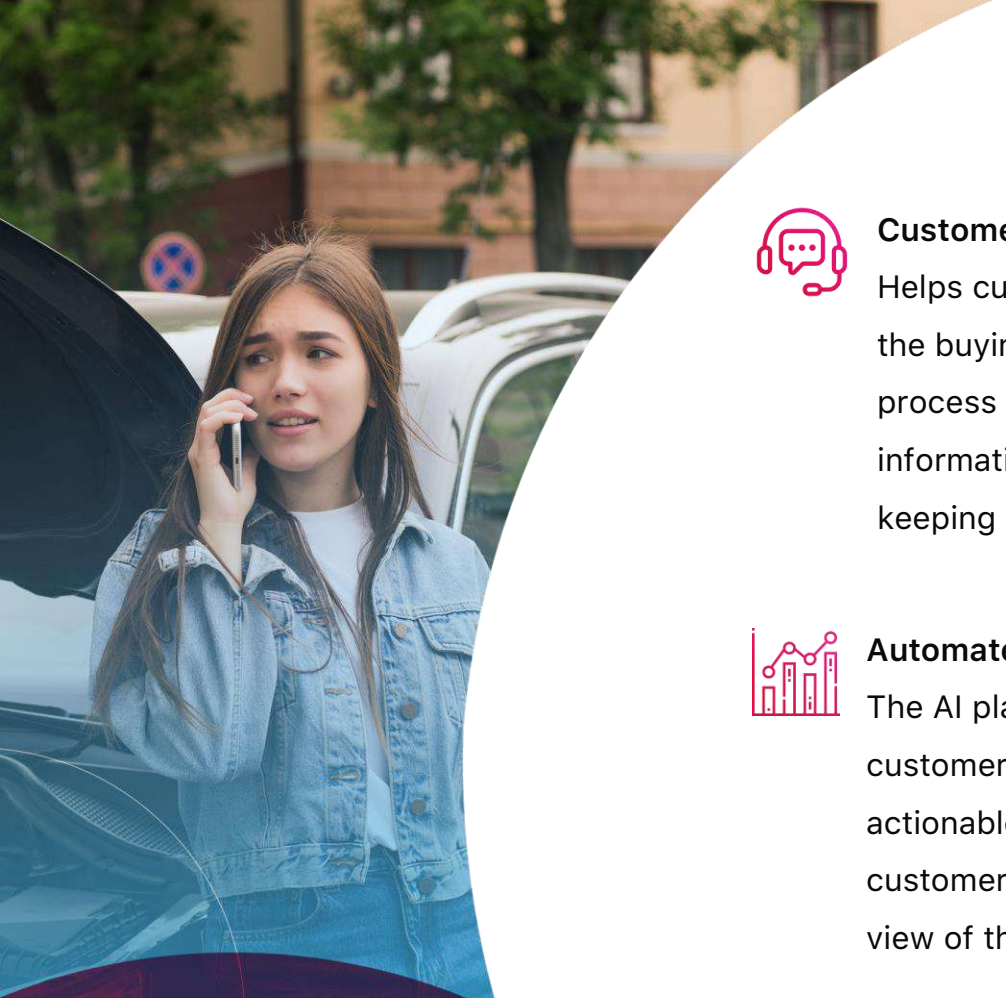

2 Automotive

Customer Support Made Easy
Helps customers to navigate through the buying process by automating the process to resolve FAQs, vehicle-related information about price or availability, keeping track of car sales, and more.

Automated Business Insights
The AI platform gathers relevant customer information and provides actionable insights based on historic customer interactions to give a unified view of the customer's journey.

Automate Customer Feedback Collect feedback and customer experience scores based on the services delivered by your dealer.

Smart Scheduling Tool
With an AI platform, the entire process to change or cancel appointments, arrange pickups, create service alerts/reminders, send delivery updates and much more can be streamlined and automated.

Automated Lead Generation
While customers converse with the brands, AI-Powered tools recommend business-related services in the right verbatim allowing manufacturers and dealers to upsell or cross-sell to customers, or route them to the relevant department or agent with smart routing to do closures.

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3 Travel And Hospitality

Automated Booking Assistance

Enable end-to-end conversations about finding, comparing, booking, changing, and canceling itineraries without any human intervention with personalized recommendations.

Interpret Customer Complaints

Analyse customer complaints, map the frequency and optimize entire processes.

Share Exciting Deals And Offers

Automate outgoing dial-outs and use customers' preferred channels to alert them about best deals and new itineraries.

Complaint And Claim Support

Serve as a single point of contact for all of your travelers' problems and needs, allowing them to receive instant support at any point in their journey including flight rebooking, lost luggage, and other amenities.

Automated Customer Rating Capture

Gather customer feedback and reviews about services across all channels.



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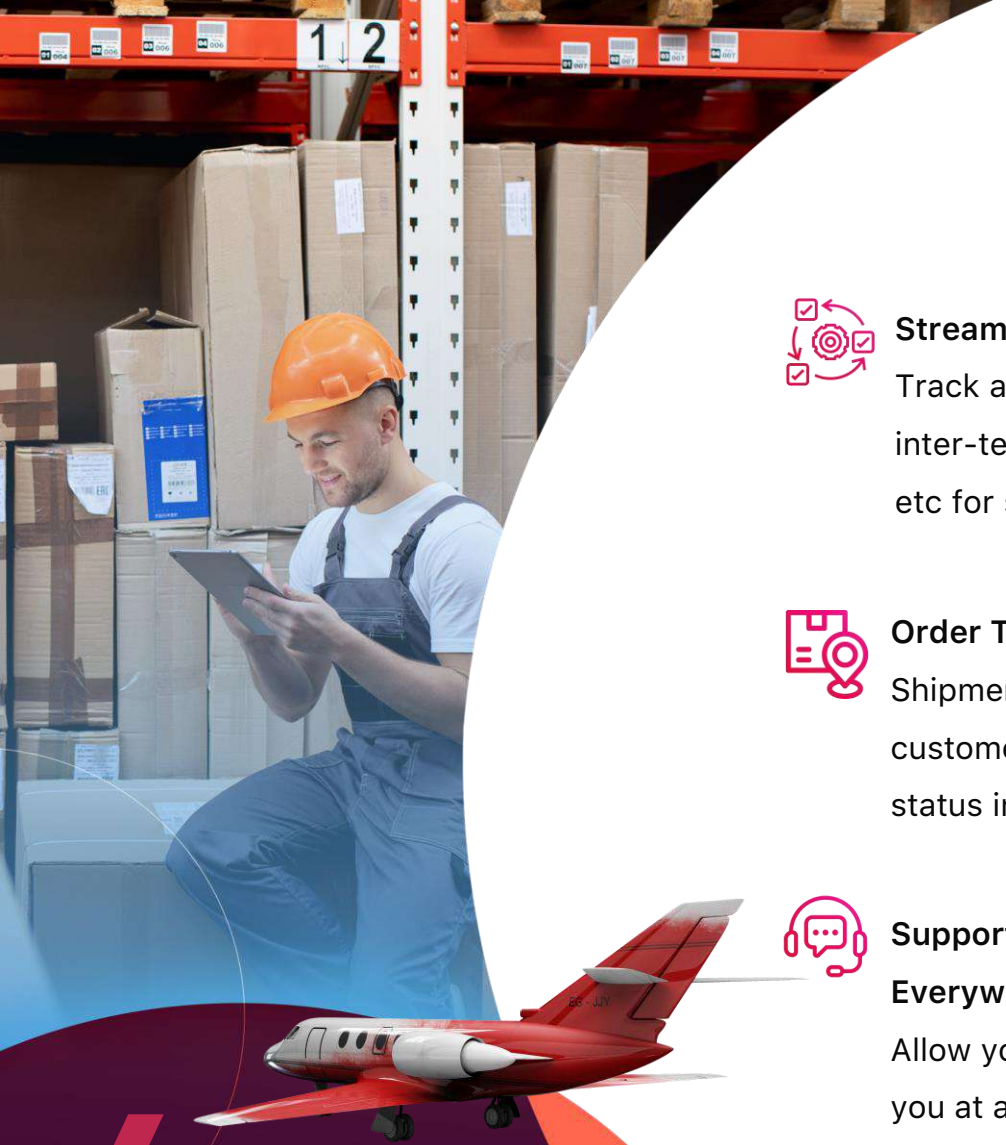



4 Logistics

Streamline Processes

Track availability of stock, inter-team communication, etc for smooth flow of goods.

Order Tracking

Shipment tracking to keep customers updated on the order status in real-time.

Support Customers Everywhere

Allow your consumers to reach you at any time and from any location to resolve difficulties.

Automated Scheduling Tool

Instantly resolve queries like delivery returns, pick up or drop points, returns, and share available time slots for better scheduling of return pickups.

Intelligent Routing

Automatically categorize queries and route complex ones to the right department or agent.

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5 Healthcare

Medical Futurist

Provide one-stop solutions for routine queries like the documentation needed to receive treatment, information on payment tariffs, insurance coverage, and much more.

Improve Patient Efficiency

Grasp your patients' concerns and steer them with the information they need instantly while leveraging the power to mimic human compassion.

Doctor Appointment Booking

With AI-platform, integrate into the clinical workflow and schedule a large number of visits and appointments.

Automated Categorization

Route tickets to the proper agent or laboratory, while also allowing users to follow tickets, reopen outstanding tickets, and transfer ownership.

Interpret Customer Complaint

Focus on patient screening and treatment triage. Collect patient symptoms with AI tools and take appropriate actions based on the severity of their diseases. Save their effort for calling the healthcare center or searching the website for the information they need.

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6 Edtech

Simplify Learning

Improve student engagement by providing them with personalized learning and rapidly developing education

AI-Based Teaching Assistant

Monitor, analyze, and review students' real-time learning progress and offer appropriate study material accordingly.

Automate Course Updates

Send timely alerts, reminders, and updates around the course schedule to ensure higher engagement and compliance.

Virtual Noticeboard

Prospective students can use AI-platform to discover more about scholarships, hostel accommodations, library memberships, and other services in real-time.

Unbiased Feedback

Collect feedback from both students and teachers to highlight common pointers and identify gaps in teaching and learning to improve learning outcomes.

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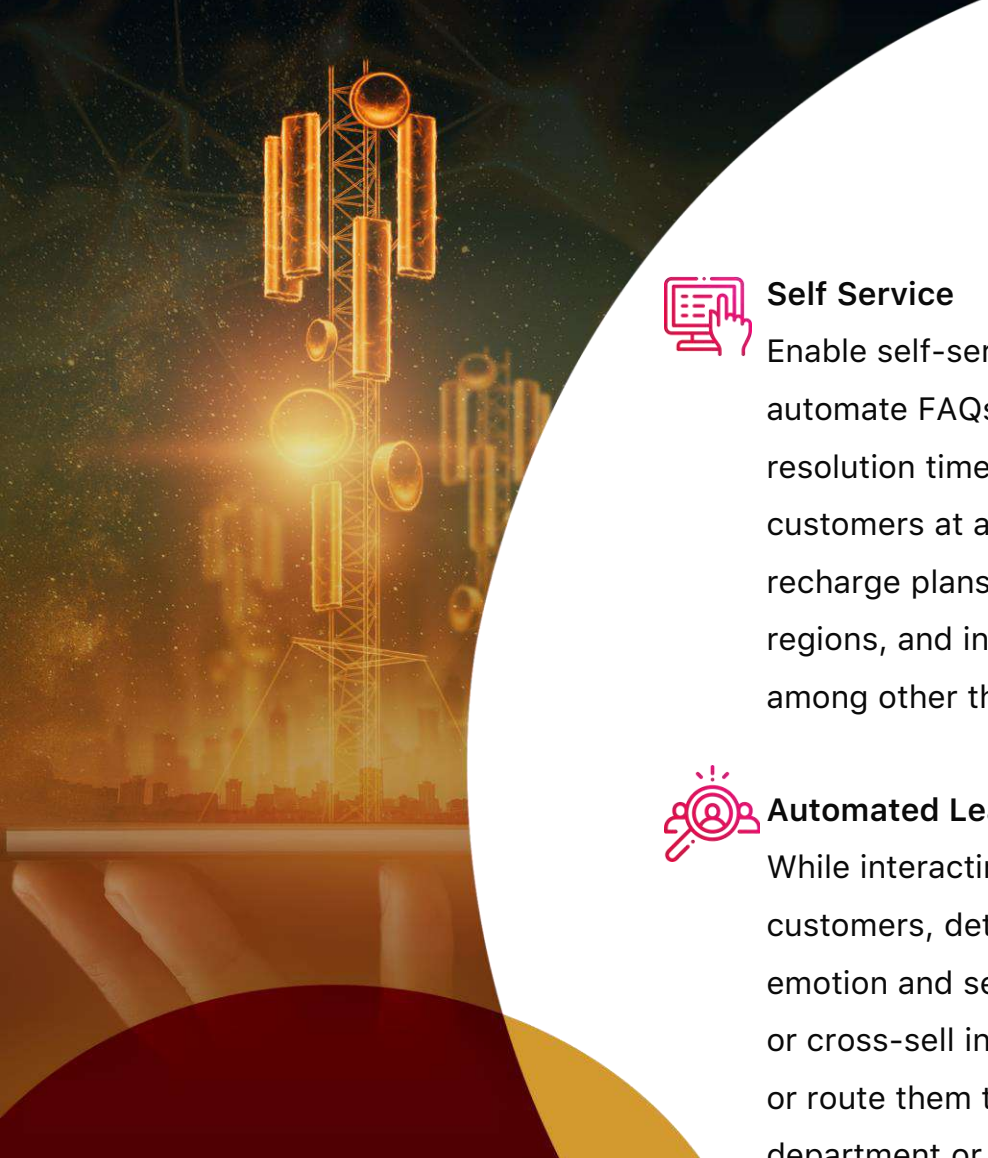

7 Telecommunication

Self Service

Enable self-service and automate FAQs with lesser resolution time to support your customers at all times with recharge plans, pricing, range regions, and initial setup, among other things.

Proactive Follow-Ups

To re-engage with dropped-off customers, make it easy for them to verify and update their information, send reminders to finish forms, and so on.

Personalized Experience

Provide personalized recommendations and help customers with the plan that best meets their needs, based on their behavioral patterns, past interactions, and purchase history

Automated Lead Qualification

While interacting with the customers, detect the right emotion and sentiment to up-sell or cross-sell in the right verbatim or route them to the relevant department or agent to do closures.

Smart Scheduling Tool

The entire process to change or cancel appointments, find the nearest field technician and much more can be streamlined and automated.

Automated Feedback Capture

Collect CSAT and feedback from customers from their preferred channels on the service delivered and grow their lifetime value.

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Chapter 4: Introducing Rezo.ai

04



Rezo’s AI-Powered contact center leverages groundbreaking technologies in AI, ML, ASR, NLP, RPA, and predictive intelligence to transform customer experience and boost revenue by automating customer-agent conversations across multiple channels including voice, email, chat/Whatsapp, and social media, whilst coaching them with minimal costs.

Anyone can build a chatbot, however, an AI-Powered contact center is a whole new game.

Rezo’s AI-Powered contact center seamlessly handles multiple languages, vocabulary, nuances and responds accurately to the customers' intent in real-time. Talking to Rezo’s AI-Powered Contact Center is like talking to a friend, without any robotic-sounding orders or stilted speech. Customers no longer have to navigate through menu prompts and wait for long hours, instead, they get 24x7 instant resolution leading to happier customers. Agents are freed up from responding to repetitive tasks and can focus on higher-value tasks that support customers’ complex queries, lowering customer abandonment rates and enhancing agent efficiency. Our platform enables upselling and cross-selling with predictive analysis, training, and coaching agents based on performance scorecards and improvement areas. From data modeling to integrating backend APIs, all this is deployed quickly with minimalistic changes in the current running systems.

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SUPERIOR CUSTOMER SUPPORT

Collect, Cleanse And Organize

Automate repetitive tasks, streamline workflow, reduce chances of error and resolution time while also delivering personalized customer experience.

COACH AND TRAIN AGENTS

Improve And Alleviate

Evaluate agent performance and provide personalized coaching recommendations allowing agents to better detect gaps and increase transparency.

OMNICHANNEL EXPERIENCE

Anytime, Anywhere

Faster, easier, scalable, and error-free customer-agent interactions with Rezo's AI-Powered Contact Center.

CONTACT CENTRE ANALYTICS

Read, Score and Process

Analyze customer-agent interactions and provide agents with a scorecard that highlights VoC, churn signal, and compliance shortcomings.



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Chapter 5

Let Rezo.ai Take Care Of Your Customers

ANALYSE EVERY CALL & INTERACTION

- **Emotion & Sentiment Analysis -** Rezo's powerful engine easily detects the churn signals, negative emotions and helps resolve the concern at the earliest to satisfy customers, Additionally Rezo sends signals for up-sell and cross-sell when the sentiment is positive.
- **Compliance Monitor -** Rezo's platform enables businesses to share their compliance parameters and monitor compliance to meet requirements.
- **Empathy & Tone Analysis -** Rezo's AI-Powered Contact Center helps businesses track the customer's tone, if the proper tone and empathy do not adhere Rezo flags such interactions on scorecards of the agents.

INTELLIGENT CONVERSATION ENABLER

- **Context Management -** Helps in creating humanlike conversations even when the context is changed multiple times.
- **Multiple Intent Identifications -** Rezo's NLP engine can effortlessly identify and respond to multiple intents.
- **No Code Bot Building -** Rezo's no-code platform enables businesses to make their DIY (do it yourself) platform loaded with a host of features.
- **Pre-built Studio -** We provide pre-built models for various industries that are looking for a jump start without having to do things from scratch.
- **One Organization One Deployment -** Rezo delivers on contact center across all channels to maintain, manage and upgrade the knowledge base centrally.

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EVALUATE PERFORMANCE AND TRAIN AGENT

- **Identifying Training Needs -** Rezo enables businesses to get the most appropriate assessment of agent performance and chart a plan for training.
- **Agent Scorecard -** Rezo's platform works on data-driven and real-time feedback to reduce time spent in scoring interactions and focussing on engaging the customers.

ENHANCE CUSTOMER SATISFACTION

- **Complaint Analysis -** Rezo's AI tools monitor customer comments, pick out the negative ones and route them to the assigned department.
- **Customer Satisfaction Score -** Rezo's AI-Powered Contact Center collects and connects information from multiple channels and collates their score to provide insights and make better decisions.

A cloud contact center might be the game-changer you need to scale customer service and deliver excellent customer experiences. To get the most out of this technology, choose a vendor who can integrate and enhance your digital transformation and voice conversational strategies to excel. Rezo.ai offers unrivaled expertise in offering AI-driven customer support solutions to solve your most pressing issues and maximize your return on investment.



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Transforming Customer Experience

Rezo is an AI-Powered Contact Center that automates conversations over voice, emails, WhatsApp, social media, and chats. Rezo simplifies workflows by resolving time-consuming, manual tasks that humans are unable to perform at the speed and scale required for efficient and effective customer interactions.

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Get in Touch

If you are looking to deploy AI-Powered Contact Center, or want to know more about us, please fill out the form below and we will reach out!

Feel free to contact us

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