

GOOGLE CCAI

REDIFINING INNOVATION EMPOWERING SEAMLESS CONNECTIONS

Businesses can enhance customer service and reduce costs by utilizing AI for data aggregation and quick support. Google CCAI, integrating Dialogflow and natural language technologies, enables staff to handle complex interactions, transforming customer interactions with AI that understands and communicates effectively.



Legacy Contact Center

Challenges

- 01 Hour long wait
- 02 Siloed Channels
- 03 Lack of OmniChannel Support
- 04 Poor Service
- 05 Low First Call Resolution

Turn challenges into competitive advantage with GTS and Google CCAI

 15% Improvement in CX



21% Reduced Average Handle Time





Savings 50% lower cost



16% Improvement Call Deflection

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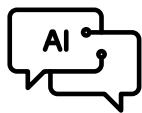
Case Studies



Reemployment
Claims Assistant Bot



Smart Bot for Department
of Children & Family



OmniBot

Custom developed a multilingual virtual assistant (chat and voice) powered by Google CCAI to address specific queries related to unemployment benefits governed by the state.



FamilyBot

Custom developed a multilingual virtual assistant (chat and voice) to quickly resolve inquiries and offer immediate advice, aligning with the department's goal to protect the vulnerable and support family resilience

Few Use Cases for Google CCAI Solution

Travel & Hospitality



Booking and reservation management, travel information provision, itinerary modifications, check-in processes, loyalty program benefits, and frequently asked questions.

Individual banking services, account balance inquiries, money transfers, bill payments, credit and debit card activities, loyalty benefits, and more.



Banking

Customer Support



Management of user accounts, resetting passwords, unlocking user accounts, and updating personal details.