



Part of the
Wavenet Group

RingCentral

RETAIN CUSTOMERS AND REDUCE COSTS WITH AI



BUSINESSES ARE FACING TOUGH TIMES



CIOs AND IT LEADERS LIKE YOU, ARE WORRIED

They have to face
immediate pressures...



Decrease
spending



Increase
efficiencies



Retain the
workforce



Increase
ROI



...AND meet rising
customer expectations



Know
me better



Solve my
problem faster



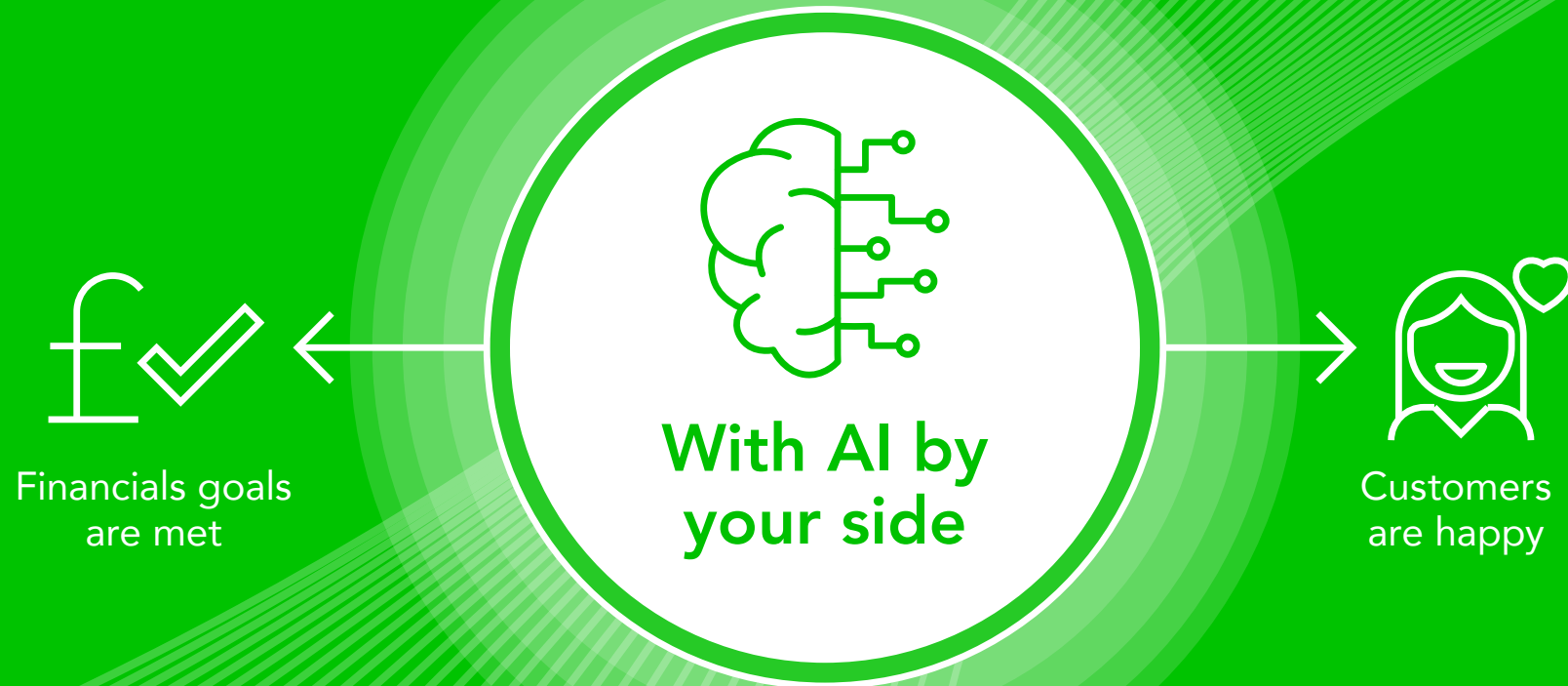
Make your
bots smarter



I don't want to
wait on hold

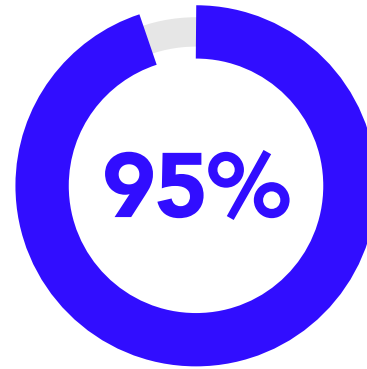


HOW DO YOU RESOLVE THIS CONUNDRUM?



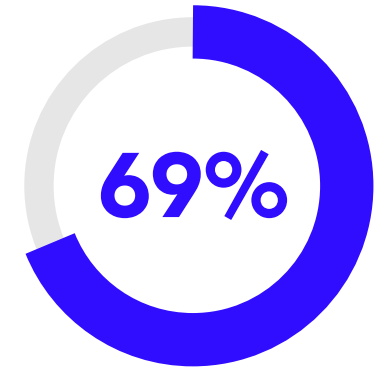


READ THE NUMBERS



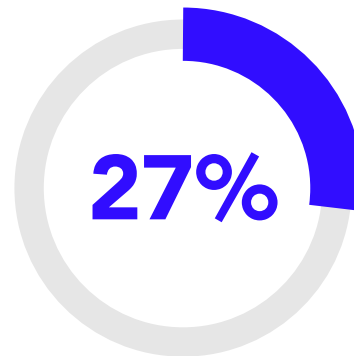
of CIOs believe AI will be the most implemented technology by 2025

Source: Gartner



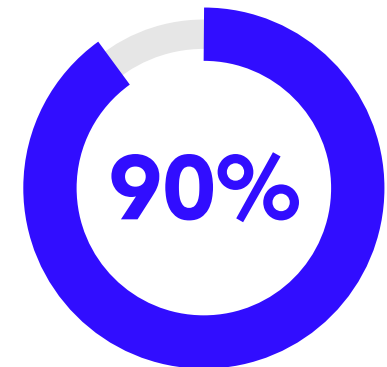
of businesses feel they need to improve their self-service strategy

Source: Metrigy



reduction in average handle time (AHT) with Agent Assist technology

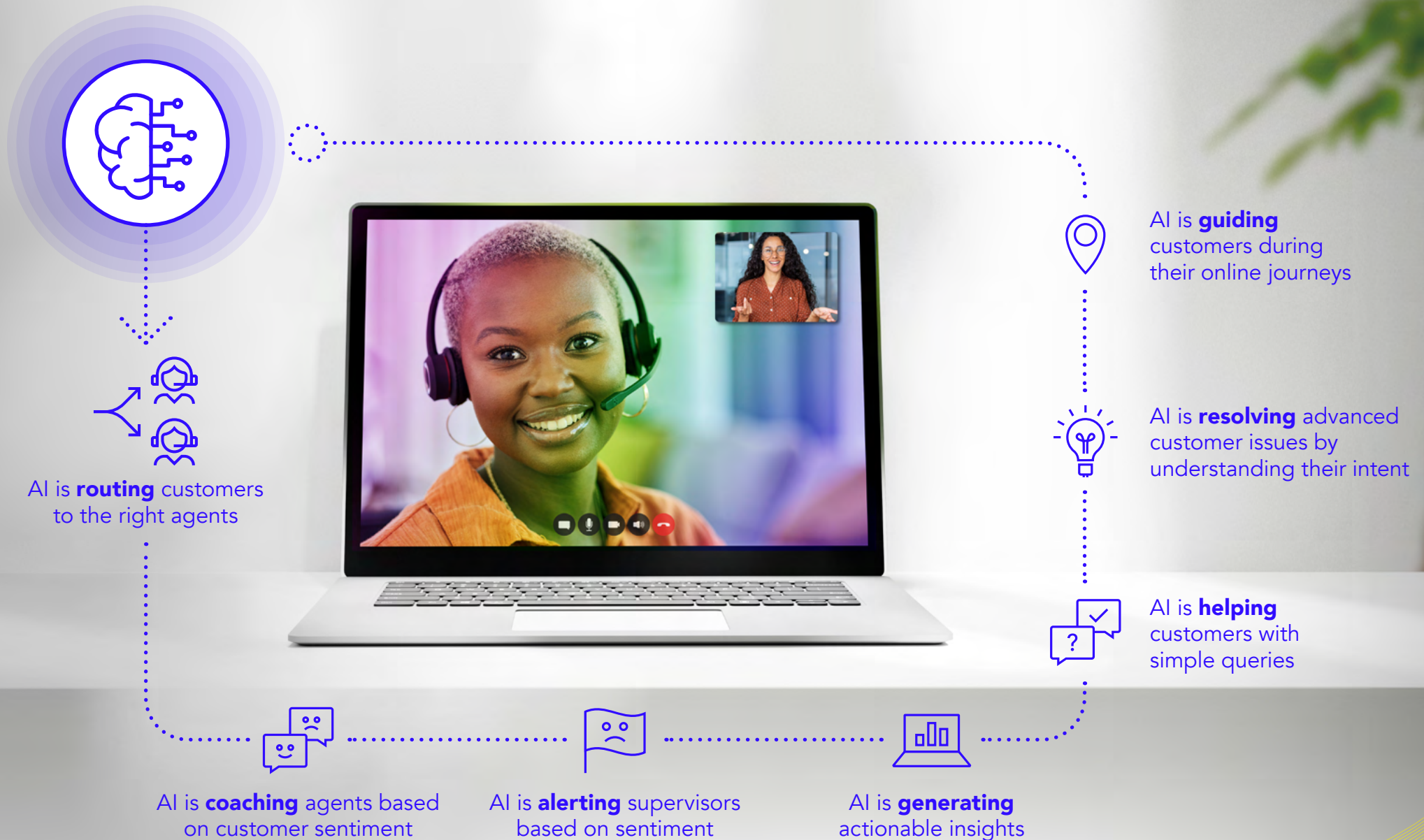
Source: LinkedIn



of customer service reps think AI routing tools improve CX

Source: CXToday

PUT AI TO WORK FOR YOU



REDUCE COSTS & DRIVE EFFICIENCIES



AI is **coaching** agents based on customer sentiment

🎧 Be empathetic

🎧 Build rapport

🎧 Be patient



AI is **alerting** supervisors based on sentiment

🎧 A customer may be using aggressive or insulting language

🎧 A customer may need extra support



AI is **generating** actionable insights



	😊	😞
Data set 1	15%	7%
Data set 2	13%	2%
Data set 3	24%	11%
Data set 4	6%	14%

AND DELIGHT CUSTOMERS MORE THAN EVER



AI is **routing** customers to the right agents

07556 868 774 (£)

Agent 1

0121 554 533 (🕒)

Agent 2

07922 257 765 (🏠)

Agent 3



AI is **resolving** advanced customer issues by understanding their intent

What are my upcoming expenses?

👑 You have **£1,249.50** in upcoming expenses and **£1,504.20** in your account.

Would you like me to transfer funds?



AI is **guiding** customers during their online journeys

My orders

Order tracking

Live chat


👑 Order update:
Your order is in transit



BUILD **YOUR** CASE FOR AI



THE ETHICS OF AI



Calls

My Calls Team Calls All Calls

View previous calls, meetings, and gain understanding of your customers and enhance upcoming conversations.

Total 9983

Participants	Score ↓↑	Host ↓↑	Title ↓↑
CL AL	8	Alex LaMonte	RingCentral Video Meeting
ES HP	5	Haley Petrick	Sonida - RC / Granbury Call Flow
KN LG EJ	9	Lori Chadwick	LakeShore/RingCentral CC Planning and Design and Status
HF JC JY +5	8	Matthew Abdulla	Triton Health Systems - Contact Center Kickoff
C JE	4	Janine Eulalia	NICE Outbound call with 3307807764
C ▶	3	Kate Barnede	NICE Outbound call with 3604632649
SL C	3	Stephen Lacson	NICE Outbound call with 8473404684
C AV	5	Anna Villamayor	NICE Outbound call with 9803935682
C JB	4	Jay Bonada	NICE Outbound call with 3303245181

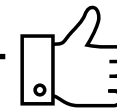
Client was unhappy with agents response



Explainable



Private and secure



Reliable and without bias



Non-discriminatory



Accountable

IN SUMMARY



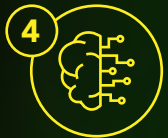
The macro economy is still shaky



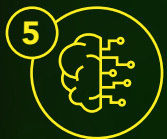
Contact Centre leaders face immediate pressures



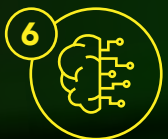
Customers demand more than ever



AI can help resolve these conflicting goals



Put AI to work in your Contact Centre



Build the case for the right AI



FOR MORE INFORMATION OUR CONTACT CENTRE SPECIALISTS ARE AT HAND:

Call: **0344 863 3000**

Email: **enquiry@daisyuk.tech**