KANDY

Live Support – with Chat AI

Use Artificial Intelligence to reduce costs while improving customer engagement

The Changing Landscape of Customer Interaction

The customer service experience is changing rapidly and businesses need to find a way to keep up with changing communication habits. Social networks and messaging apps are the new point of contact for businesses large and small. Of course, phone calls need to be considered too, as they still represent the largest initial point of contact for most organizations. To save money, organizations want to make artificial intelligence based "agents" the first point of contact for customer engagements. However, they don't want to do so at the expense of delivering outstanding customer engagement.

That's why we've combined the superior customer service capabilities of Kandy Live Support with the efficiency and scale of chat AI (chatbots).

Live Support engages customers from their channel of choice—phone, web chat, social network or messaging app. Customers can chat with an AI-based agent as if it was a live agent; and they can engage 24 by 7. Even if the organization is closed, Live Support with Chat AI can still offer support or sales content.
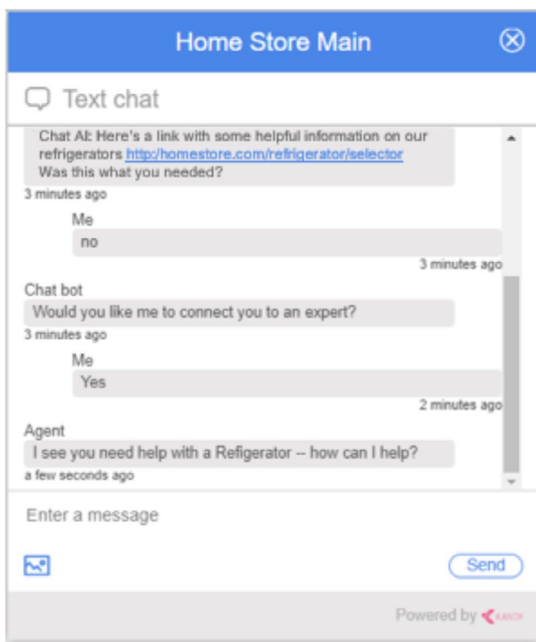

Seamless Escalation From Machine to Human

Live Support's Chat AI looks for key words and phrases related to known issues within a customer's questions. AI Services can talk or text back to the user, offering responses from existing answers, tutorials, videos or other supporting materials. Most importantly, Live Support's Chat AI operates in concert with live agents, so customers have an option to connect to a live person if AI-based help is not enough. Live Support can seamlessly hand-off a customer's conversation to a live agent, customers don't have to start over, and agents aren't wasting their time rehashing the situation.

Since an agent can see the history of a user's conversation with the chatbot (including the nature of the issue and any authentication results), the live agent can continue the conversation seamlessly. The agent can choose to escalate to a voice, video or screen sharing session (with co-browsing).

Live Support with Chat AI delivers:
• Infinite scale during peak demand times.
• Better value - frees human agents for higher value calls.
• Better experiences that raise net promoter scores.
• Lower operational costs, reducing the need for human agents.
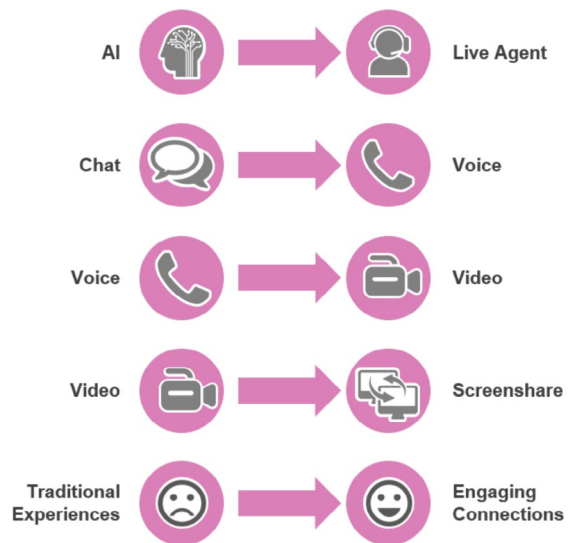
Seamless Escalation from Chat AI to Live Agent

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Features

Omni Channel Engagement: Users can share images and videos with their support representative to better describe the issues that need resolution.

Screen Sharing & Co-browsing: Sales or support experts can remotely assist users in real-time.

Phone, Web and Mobile: Uses the latest WebRTC technology to simplify access from any web browser. Live Support also supports traditional phone calls.

Cloud-based, No Software: Agents can be available as soon as they enter a username and password in their browser.

CRM Integration: Integrate with Salesforce and other popular CRM tools.

Reports: Both real-time and historic reporting so managers can maximize the efficiency of agents and assure outstanding customer service.

Business Benefits

Manage Costs
- Use AI-based services to off-load low value tasks – dramatically reduce agent labor costs
- Pay only for the capacity required, completely elastic cloud economics - no hardware or software to buy
- Self-service administration portal for reduces the need for pro-services or support team training
- Instantly integrates into existing websites, embed one line of code
- Overlay a legacy call center for multimedia services rather than pay for a full contact center upgrade

Better Customer Experiences
- Offer 24/7 support with AI-based agents
- Use web-based visual menus or AI-based natural language processing to eliminate tradition menu trees (press 1 for…)
- Use video, picture sharing or document sharing to accelerate trouble resolution
- Use screenshare and co-browsing to help customers pick the right merchandise or complete buying steps

The Effect of AI-Learning

Number of live agent escalations decreases as Digital Cognitive Agent learns new answers
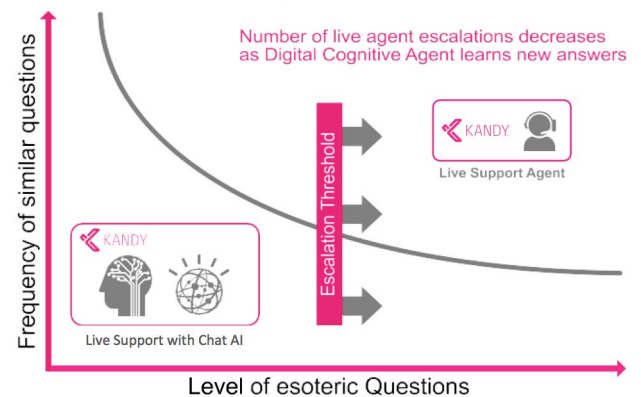
Use Live Support in Concert with a Legacy Call Center

Customer Connect feature adds multimedia experience to phone calls

Live Support can be overlaid on top of an existing call center environment. Live Support enables agents to promote a traditional call that arrives in call center and needs additional services.

Agents send a web link or text message (SMS) to the user to escalate the call. When the user clicks on the link it opens a 2nd session in the browser for screenshare, co-browsing and video. Audio stays on the original phone call so there's no disruption to the call or reporting metrics.

Customers will appreciate Live Support's modern features like using a phone camera to help illustrate or troubleshoot a problem.