QuandaGo

Elevate Customer Experience to **3** times more and **2** times better with AiDA

AiDA

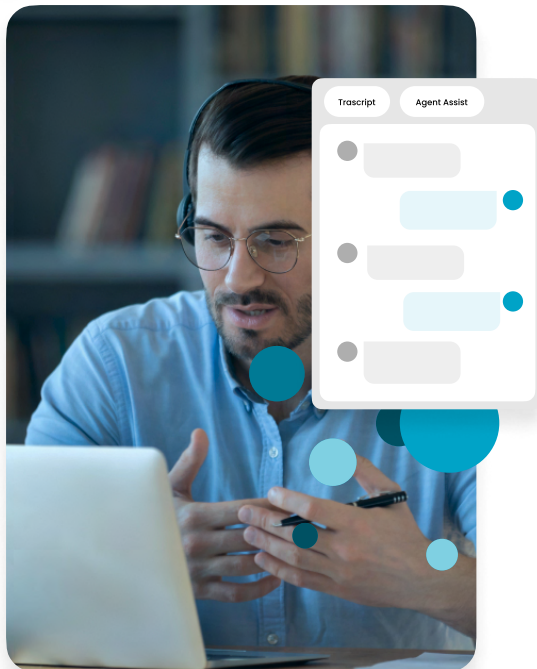# What is going on in Customer Experience (CX)?

While massively shifting Customer Contact to digital....

Pick up the phone!

- 50% of your customers still want to immediately connect with a human.

CX Quality Scores...

- ...are dropping for 3 consecutive years already* on all aspects: effectiveness, ease, and emotion.

Deflect Calls...

- ... instead of making your customers your friends.

Quick Fix Addiction

- Calls being resolved, rather than the call reason. Was it a problem or an upsell opportunity?

Transcript *Agent Assist*

* Source: Forrester CX Index™, 2024

It's time for turning around the tendency in both efficiency and NPS.

Don't take our word for it...

In 2023, Ally Financial and Princeton Mortgage both doubled their Net Promoter Scores (NPS) by adopting advanced technology, streamlining processes, leveraging customer data and analytics for personalization, and focusing on employee training.

Contact centers like Aegis Customer Support tripled their call volume without expanding their workforce by utilizing AI-driven solutions,

which automated many routine tasks and improved overall efficiency. Sterling National Bank achieved similar results as early as 2022.
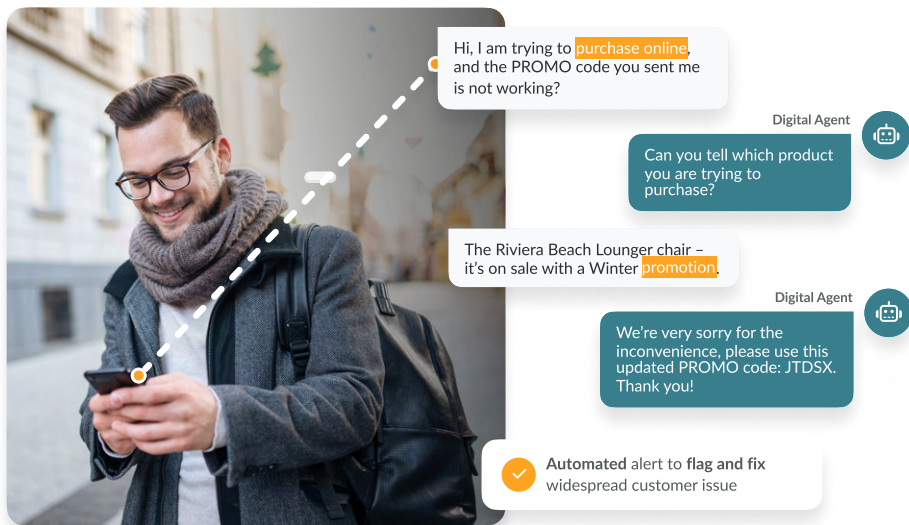
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What do you need to solve your CX matters?

## Really understand the customer

Understand the real 'Why' behind and during every touchpoint in the Customer Journey, instead of a biased intent classification. Understand what is meant, instead of what is said. Minimize quick fix addiction.
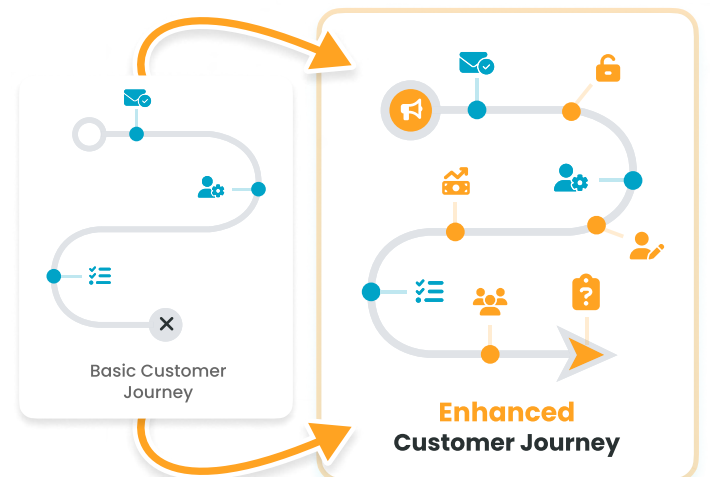
Initiate a Paradigm Shift

Increase Customer Journey wide and meaningful interactions, rather than deflecting calls.

Shift the workforce's focus
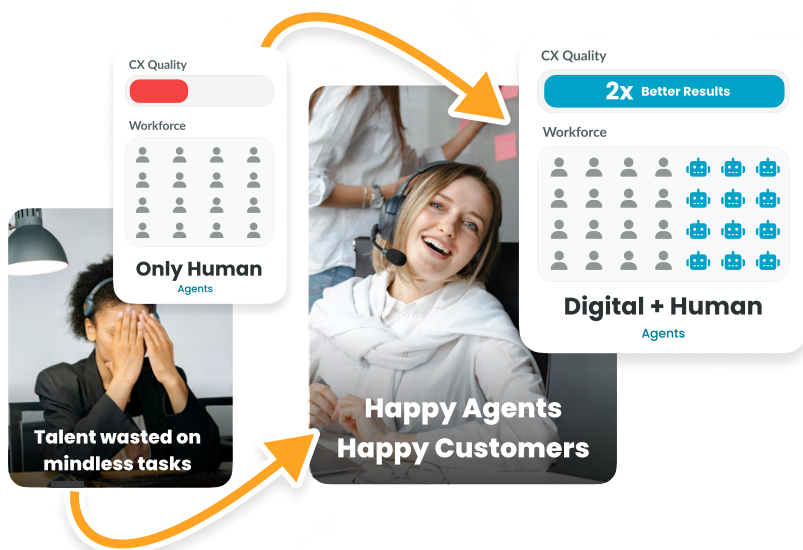
Enable shifting the work focus and workload to more valuable tasks. Happy agents make happy customers.
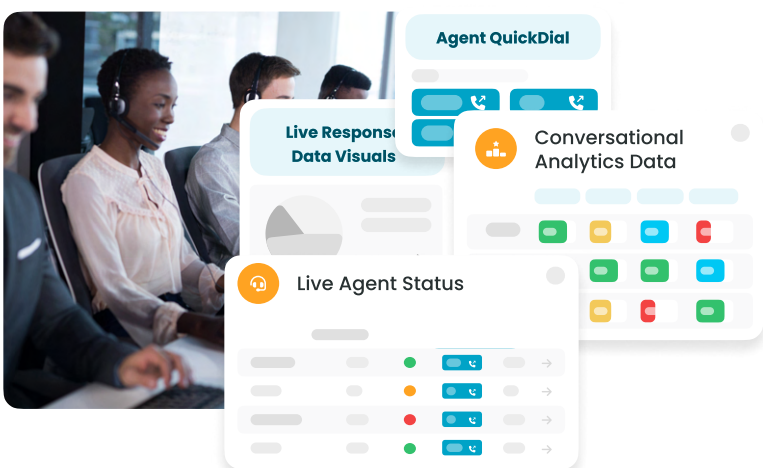
Deploy on all touchpoints

Deploy true comprehension throughout and within all Customer Journey touchpoints.

Also, both analytical Quality Management and continuous real time supervision on all customer interactions, as well as for agent assistance will benefit. And beyond the contact center.

Leverage your supervisors

Leverage the yield of your customer contact managers and supervisors and apply AI & Automation. Throughout both human and digital channels.
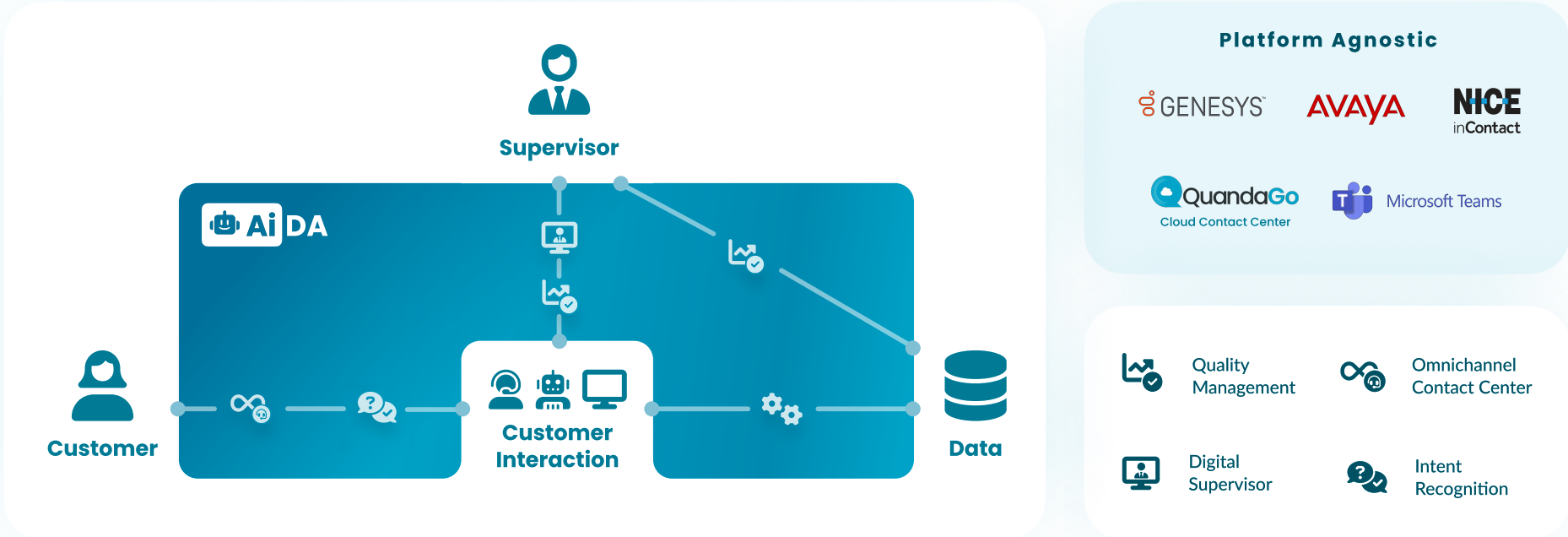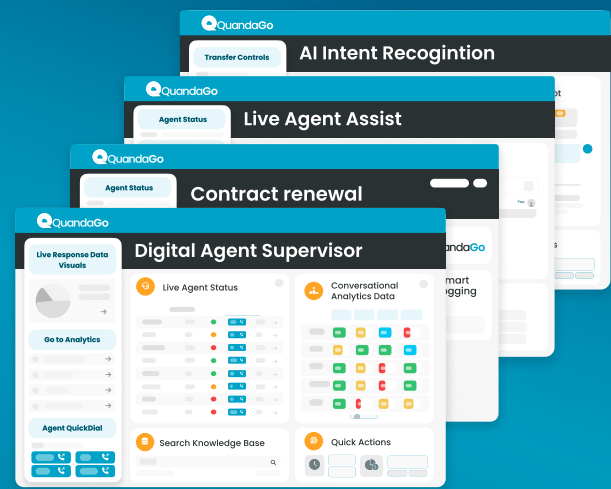
Adopt Generative AI, but effectively
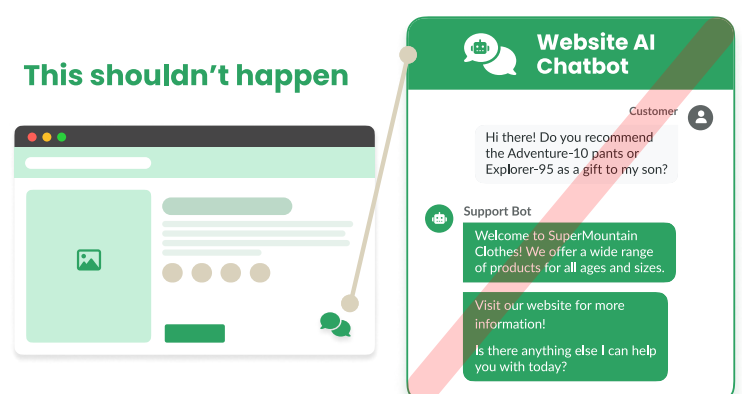
Make sure the top-down decisions about adopting LLMs and Generative AI are funneled towards true value.

What is AiDA?

AiDA is a Digital Supervisor that sits between your agent, customer interactions and the rest of your team. It uses data from your contact center to constantly analyse your agent performance, your customers intent and enables you to quickly see what hot topics are for your customers. Therefor it paves the path towards elevating Customer Contact to 3 times more and 2 times better.

Supervisor

Customer

Customer Interaction

Data

Platform Agnostic

GENESYS   AVAYA   NICE inContact

QuandaGo Cloud Contact Center   Microsoft Teams

- Quality Management
- Omnichannel Contact Center
- Digital Supervisor
- Intent Recognition

Use Cases of AiDA

Intent Recognition
Intelligent real time and push button comprehension the customer's contact reason

Quantified Quality Management
Automatically analyze 100% of the interactions your agents have been involved in

Supervisor for Human & Virtual Agents
Automatic monitoring, analysis and support of human agent conversations

Digital Business Case Foundation
Automatically analyze 100% of the current conversations to identify the pareto of automation use cases

Generative AI Value Indicator
Have AI help you identify where to successfully start and fulfill your LLM/Generative AI Journey

Automated Conversation Summary
Automatic summarization and logging of conversations and actions

Suggested Answer
Proactively support the agent with inflight suggestions for the conversation

Full Agent Assist
Instantly unlocking proactive intelligence to your agent during conversations

Privacy, Security, Compliancy

ISO 27001 Certified   **Regularly audited by DNV**

Regularly pen-tested

All data encrypted in rest and transit

Stored conversational data anonymized

How to start?

Achieve **3x** more, **2x** better

Automate interactions

Ai DA

Understand the customer
Across the whole customer journey

Assist the agents

Hybrid Workforce
Analytics, generative AI and process automation together are in over 95% of all contact center interactions.

AiDA Discovery

Contents

- Data input *
- Discovery analysis
- Output *
- Output Discussion
- Under NDA
- Identification of top
  - Quality Findings
  - Real Customer Intent

Details

Client Effort:
Provide Data

Lead Time:
2-3 Days

Price

2.500 €   or   **Completely Free**   **0 €**

Ai DA

💵 **Get your AiDA value evidence for FREE**

This Discovery is free of charge when you are committed to acquire AiDA upon positive Discovery results.

* Assumed data structuring in accordance with QuandaGo (API) standards

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Are you ready to elevate Customer Experience to 3 times more and 2 times better?

📞 Contact Us

🎬 Request Free Demo!

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