

Cognitive Customer Experience

Transforming experience through intelligent interactions



Deloitte.



Where did this come from?

Customer engagement centres are under pressure to answer more calls and resolve more customer issues in more efficient ways, often with fewer agents, while positively impacting customer satisfaction and loyalty.

Our clients are increasingly turning to voice AI solutions to do this but finding it hard to develop robust solutions using DIY conversational AI platforms, particularly outside of the “core” languages that most of the vendors support.

What could this mean for you?

Deloitte’s Cognitive Customer Experience (DCCX) reusable accelerator, powered by Amazon Web Services (AWS) and PolyAI delivers high-quality voice AI in multiple languages, seamlessly integrated with Amazon Connect.

Supporting rapid time-to-market of **2-4 weeks**, our accelerator and the PolyAI platform provides a high level of flexibility, scalability and integration to help you design and deploy AI-powered voice self-service. This can be mapped to your optimum customer journeys and adapted to your chosen brand voice. When complete, it will drive high customer uptake, issue resolution and satisfaction over the phone in **100+ languages**.



To see more, search:
Deloitte Cognitive Customer Experience or DCCX

What’s special about this?

Voice-first: PolyAI next generation Voice AI tech holds sophisticated multi-turn conversations and is optimized for understanding a caller over the phone, regardless of their accent, slang, digressions, off-topic questions etc.

Multilingual by design: Supports 100+ languages with the ability to design once and accelerate deployment in multiple languages in weeks.

Best-in-class NLU: Solves queries end-to-end without the need for human intervention. PolyAI’s pre-trained language model, ConveRT, is independently rated to outperform other leading industry providers.

A proven track record...

PolyAI was named as a Gartner 2020 cool vendor in conversational AI platforms. They create voice assistants that outperform the best contact centre agents allowing customers to lead the conversation, creating natural human-like interactions.

Highly successful in **Travel & Hospitality**, where staffing challenges are significant, along with successful implementations in **Banking, Telco, Logistics, Retail & E-Commerce**, where inbound call volumes are high and self-service uptake has traditionally been low.

Our **accelerator** seamlessly integrates PolyAI with Amazon Connect to emulate the best human operators, eliminate wait times and improve Customer Experience.

Current languages

We have deployed:

- Dutch
- Flemish

Starting point

We recommend an **accelerated pilot / proof of concept**, either in your testing environment or with a selected group of customers.

This would be a **4-6 week** design and implementation project.

Pre-requisites

You need to be an existing Amazon Connect customer, whether in production or pilot phase.

Once you make the decision to pilot, we will provide a fixed-price offer to implement, coupled with any PolyAI usage costs.

Contact

Get in touch to arrange a solution demo:

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100%*
Customer calls
answered / resolved



87%*
Reduction in contact
centre volume



30%*
Agent efficiency
impact

* A leading US Hotel chain