



Automation of customer support with AI virtual assistant

Book a DEMO
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Pain points of B2C customer support with 4 million users

- 1M** Customer contacts
- 2.4+** Minutes average waiting time
- 200+** Customer service representatives
- 14** Months average workforce turnover
- 6** Months average workforce training
- 15%** Abandon rate
- 2%** Lost sales because of the abandon rate

66% of consumers consider **switching to a competitor** if they are kept on hold longer than expected, and 30% of people who get frustrated and hang up **never call back**.

(McMahon, 2016)

Automating customer support with AI virtual assistant TitanCS

- Automate 80% of the conversations
- Eliminate 2.4 minutes waiting time
- Decrease the abandon rate to near 0%
- Increase sales opportunities by a minimum of 2%
- Connect all communication channels into one **solution flow** system.

"We focus on maximum first contact resolution, not on having a chat. **Customers want solutions, not answers**"

Shared knowledge base:



How does it benefit your **stakeholders**?

Customer	Representative	Business
<ol style="list-style-type: none">1. Eliminates 2.4 minutes waiting time for reaching the rep.2. Provides an immediate response that really solves the problem (not just advice on how to solve).3. Allows the client to obtain some services with the voice or text, e.g., paying invoices, activation of a service, transferring money, balancing checks, or ordering new products.4. Becomes a personal assistant ready to help 24/7.	<ol style="list-style-type: none">1. Suggests solution flows and helps with complex issues by analyzing the conversation in real-time.2. Empowers employees to start helping customers without long training.3. Provides instant client background information.4. Helps to detect sales opportunities.5. Helps rep to concentrate only on really important issues where a human is needed.	<ol style="list-style-type: none">1. Automates up to 80% of customer support and dramatically reduces costs.2. Reaches 235% ROI*.3. Automates sales and increases overall service engagement.4. Reduces customer churn and improves NPS.5. Helps management to understand employees' performance and what exactly customers ask by extracting information from the conversations.

* Three year ROI with 50k conversations per month

How does it work?



AI Chatbot



AI Callbot

1

The bot uses natural language processing to understand a client's intent. As people talk informally, it is important to understand the whole meaning of the conversation, not just random keywords.



Hi, I am virtual assistant TitanSC, how can I help you today?



Okay, for security reasons could you please quote your secret word?

Yes, sure it is Nevada

2

Integrations with knowledge management systems and verification of the customer allows the bot to solve problems on its own without human interaction.



Thank you. I see you have two phone numbers. For which one would you want to activate roaming?

For the one I am calling from right now. It is 505 225 5345.

3

For security reasons the bot asks additional questions for the procedure confirmation.



Okay, please give me the last four digits of your social security number for confirmation of the roaming activation for the phone number 505 225 5345.

The last digits are 4564

4

The bot detect sales opportunities or complex issues that should be automated or forwarded to the appropriate representative.



Your roaming is now activated, are there any other questions I can help you with?

Yes, I want to deactivate my TV subscription.

5

Integration with the recommendation engine (NBO) helps to match customers with the right products. In this case, by analyzing the customer's behavioral patterns, the model identified the best matching product. As the customer travels a lot, this card might be the best match.

Great. Considering your usage behavior, I would recommend a Visa rewards credit card with 17% APR, 0 USD in annual fees and 2x miles per dollar spent.

Do you want to order it now?

YES

NO

At this moment, the callbot starts to track the call in real time, making suggestions and helping the rep with the client's background information and the dialogue flow.

Additional integrations with other AI models can suggest what the problem could be. The bot can identify that the reason, in this case, is a network problem, and immediately suggest to the rep how to solve the issue.



Hi, my name is Cindy, could you please let us know why you want to cancel your TV subscription?

Cindy, I am disappointed with the service, I frequently have network issues and the picture is not stable.



At the end of the call, it will extract important information from the conversation, to understand what the call was about and how well the representative handled it.



100+ questions to automate



Language Agnostic



90% NLP accuracy



80% automation



GDPR Compliant



Easy API integrations with any systems (e.g. Whatsapp, Facebook)

Trusted by:



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