



Agent Enablement Solution Deck

Let's create something brilliant together!

May 10, 2023



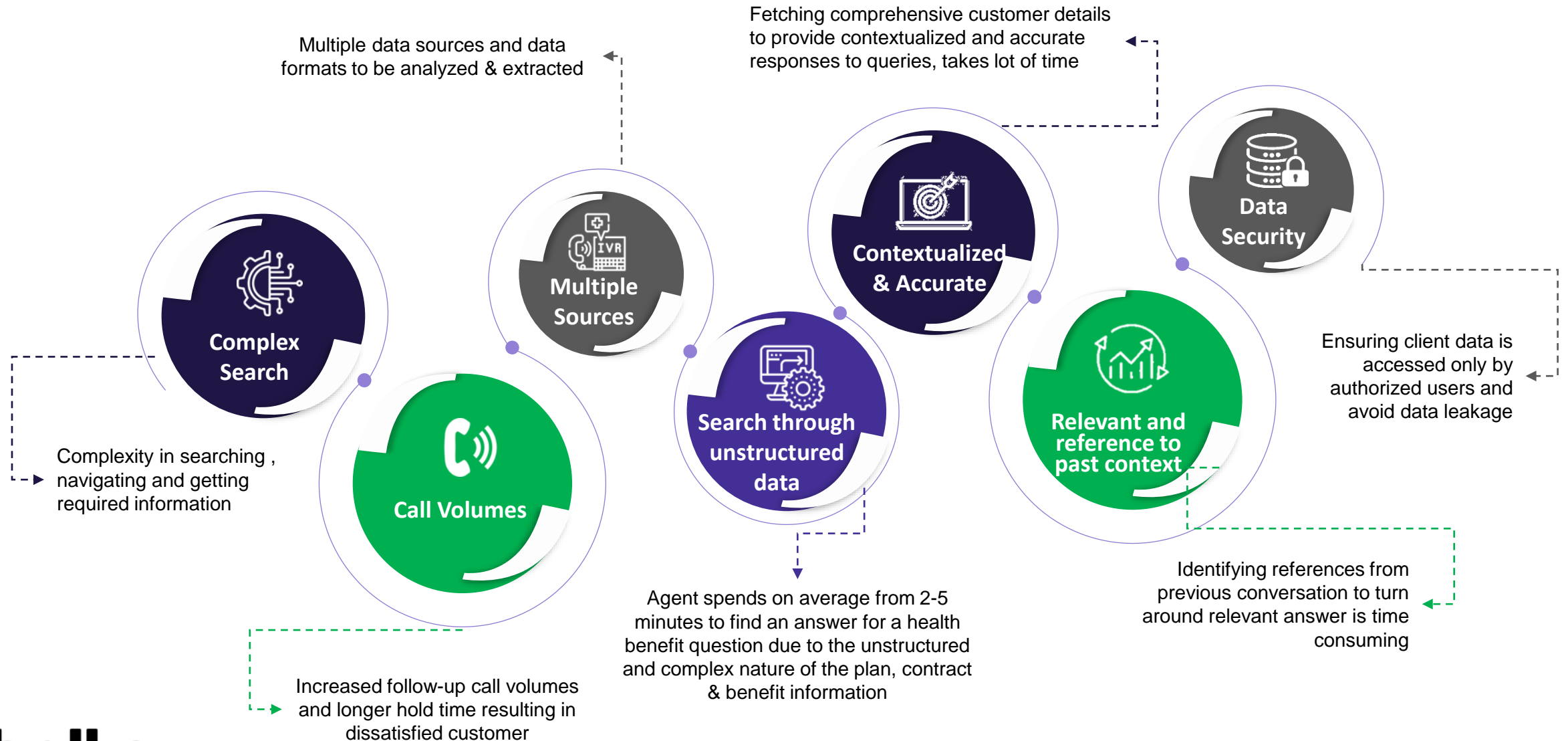
Summary

In today's fast-paced world, contact centre agents are expected to deliver prompt and accurate responses to customer inquiries, regardless of the complexity of the questions or the volume of the queries they receive. However, the challenge lies in finding relevant answers quickly when searching across multiple repositories containing structure and unstructured content.

Industry Trend

- Forbes observed that 79% of contact centres invest in personalization, to create tailored experiences for its customers through embedded CAI and VAI solutions
- To improve outsourcing, more than 93% of firms are contemplating or have already implemented the use of cloud services

Key Challenges



Agent Enablement Summary

Enables businesses to quickly integrate their content management systems into a knowledge center powered by Cognitive Search & GPT. With this solution, contact center agents can effortlessly access the knowledge center and generate contextualized and relevant responses for their queries in seconds

1 Exhaustive AI/ML Search capability

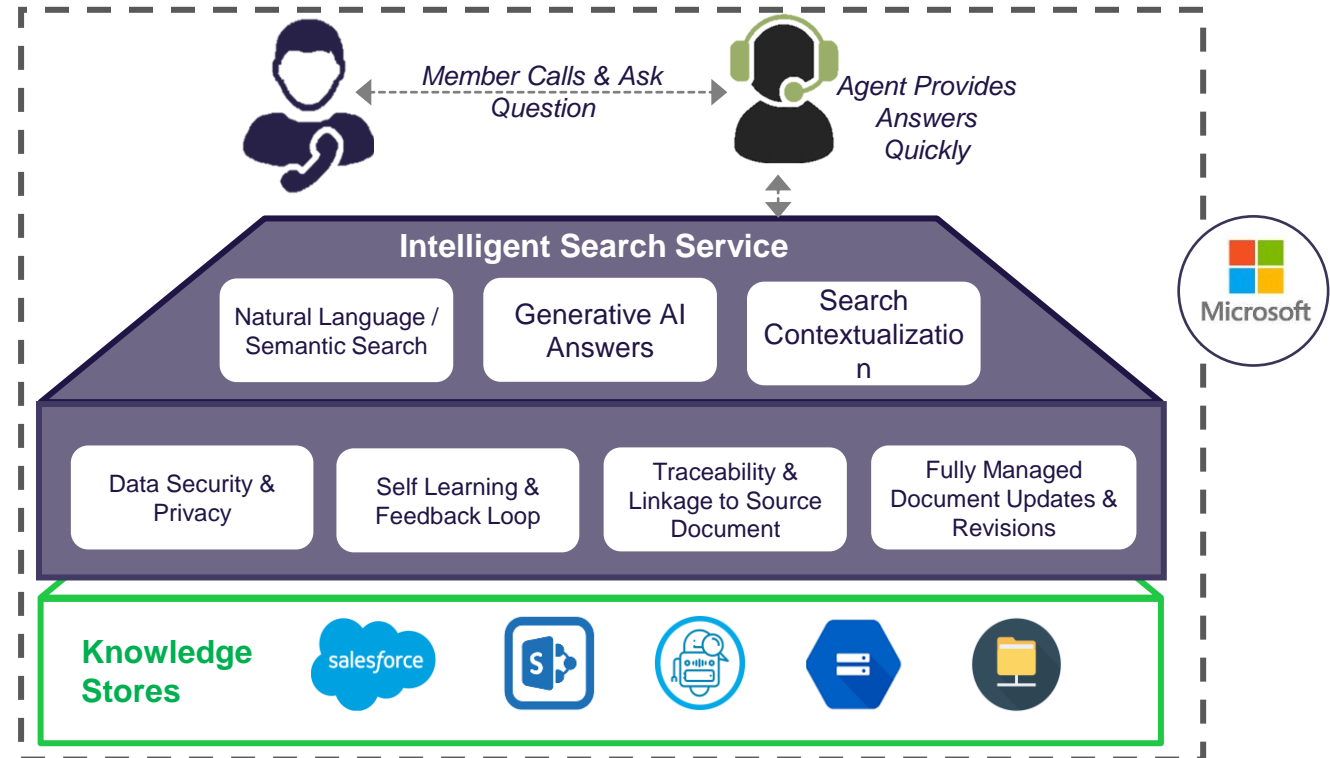
- Support of Natural Language / Semantic Search and investigative search
- Generative Model Transparency and Control to ensure that the generated response is for the enterprise context.
- Data Lineage, offering the full flexibility by supporting multiple different data formats, types and languages.
- Built-in feedback loop to offering the continuous learning and response accuracy improvements over time.
- Harnessing the full potential power of cloud native capabilities and OpenAI

2 Layered and Scalable architecture

- Extensible connectors (Built in & extendable) to support different types of CMS and content store
- API driven layered allowing the expendability to create futuristic experiences and be able to easily integrate into enterprise systems as needed

3 Personalization & Contextualization

- The search is contextualizable and personalisable by associating the search to LOBs to combination of LOBs and member context and intent.



Solutions Details

Advisory & Regulatory

- Data Acquisition & Interoperability Strategy
- Public Health Reporting

FHIR Enablement

- FHIR based Interop Solution
- FHIR Foundation for analytics
- FHIR Migration

Interface Development and API Management

- API Management & Integration engine implementation
- Interface Analysis, Development & Support

AI/ ML driven Automation

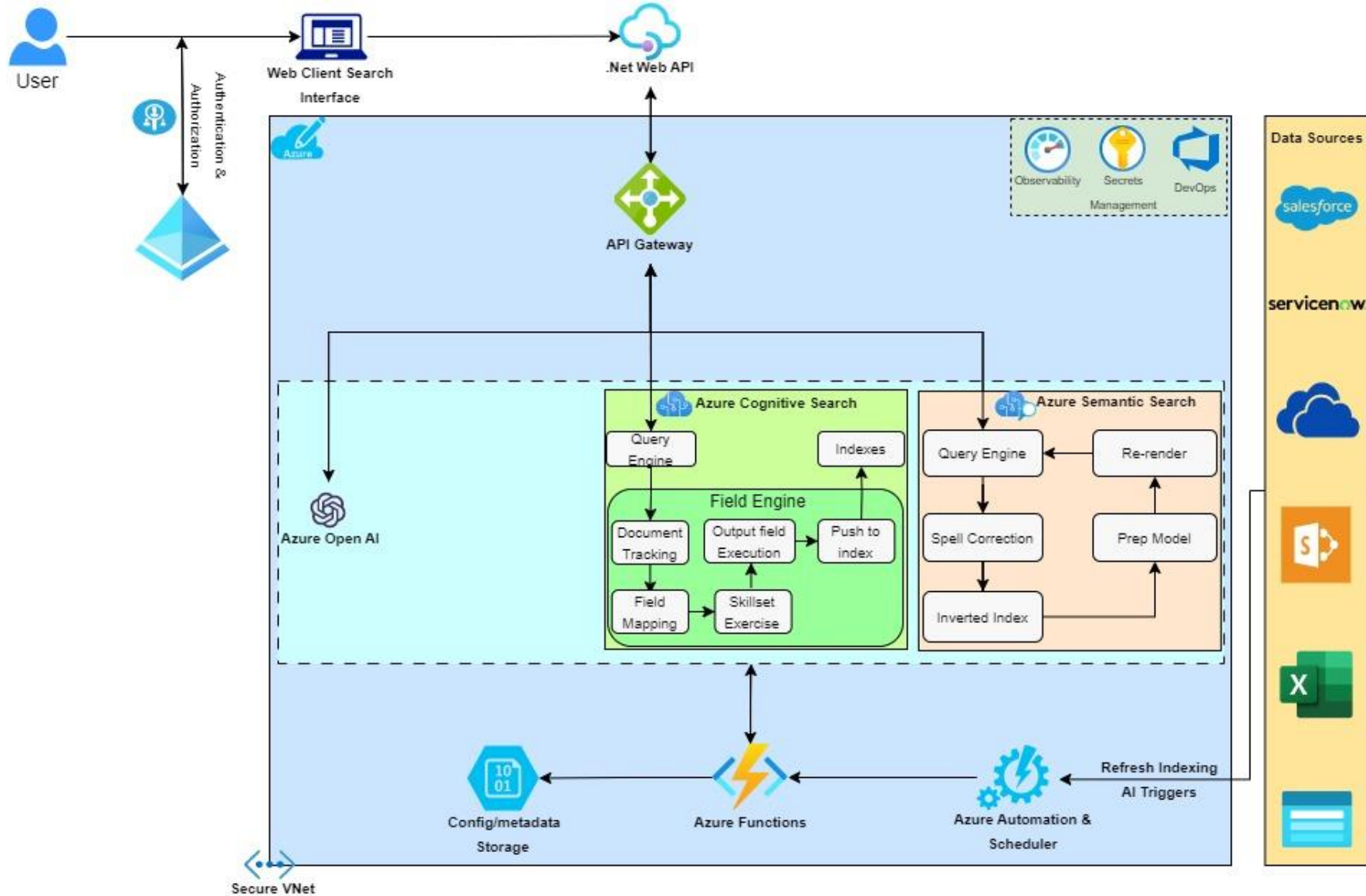
- AI/ ML for Patient Matching
- RPA bots for accelerated data gathering, preparation and transformation

Operational Support

- On-going interface, SMART on FHIR applications support



Solution Architecture

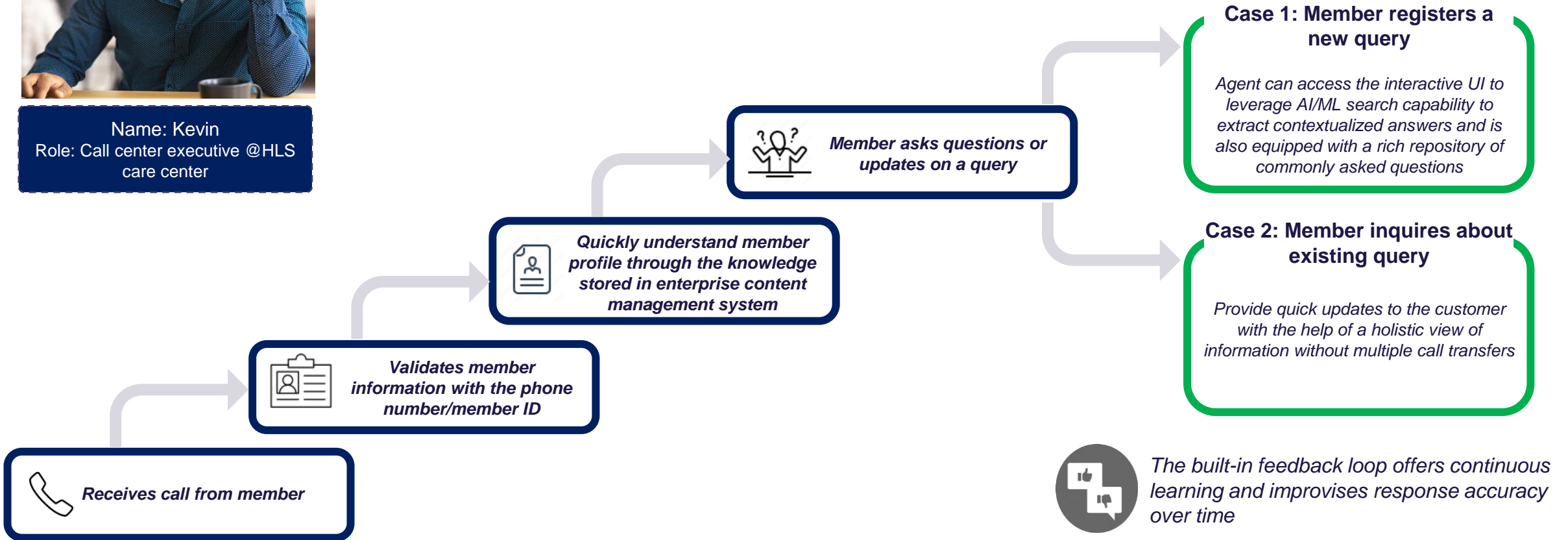


User Journey - Agent



Name: Kevin
Role: Call center executive @HLS care center

Equipped by the right channels and tools, the contact center agents will be able to resolve a greater number of member queries in less time resulting into efficient performance and improved member satisfaction by avoiding call transfers and delays



Solutions Benefits of a Cutting-Edge Digital Contact Center

Business Benefits

- **Optimized contact center personnel** and improved productivity
- **100%** fully managed Cloud based solution
- **Agile methodology** with observable changes in weeks than months
- **Highly scalable & elastic** with customization advantages
- Dynamic, personal & natural contact flows
- **Easy to use self-service** configuration
- **Faster response time** for customer queries



Customer Benefits

- Up to **40%** Customer Experience Improvement
- **Save up to 40%** compared to traditional contact center solutions
- Up to **25% improvement** in agent productivity
- **Reduced Customer Efforts**
- Reduced rework
- **Decreased time-to-resolution** of customer issues
- High Value delivered to end customers



THANK YOU

