

INTELLIGENT CUSTOMER SERVICE WITH AZURE AI (4-Week Implementation)

Deploy Intelligent Virtual Agents And Enhance Customer Experience With Azure OpenAI

Pricing : \$35,000 | Categories : AI & Machine Learning, Customer Service, Digital Transformation

AZURE SERVICES USED : Azure OpenAI Service, Azure Bot Service, Azure Cognitive Services (Language Understanding, Speech), Azure Cognitive Search, Azure Communication Services, Azure Monitor, Power BI

The Challenge

Organizations struggle with customer service challenges:

- ✓ High volume of repetitive inquiries overwhelming support teams
- ✓ Inconsistent customer experiences across channels
- ✓ Long wait times and poor first-call resolution rates
- ✓ High operational costs for 24/7 support coverage
- ✓ Difficulty scaling during peak periods
- ✓ Limited insights from customer interactions

Our Solution

Celestial's 4-week Azure AI Customer Service solution deploys intelligent virtual agents using Azure OpenAI and Azure Bot Service to handle customer inquiries 24/7. The solution integrates seamlessly with existing systems, reduces response times by 70%, and improves customer satisfaction while lowering operational costs.

What Makes This Different

- ✓ Omnichannel Deployment: Web, mobile, Teams, and phone integration
- ✓ Context-Aware AI: Understands customer intent and history
- ✓ Seamless Handoff: Smart escalation to human agents when needed
- ✓ Continuous Learning: AI improves from every interaction

Key Features

1. CONVERSATIONAL AI

- Natural language understanding with Azure OpenAI
- Multi-language support for global customers
- Context retention across conversations
- Personalized responses based on customer data

2. OMNICHANNEL DEPLOYMENT

- Website chat widget
- Microsoft Teams integration
- Mobile app support
- Voice/phone channel (Azure Communication Services)

3. INTELLIGENT ROUTING

- Intent recognition and classification
- Sentiment analysis for priority escalation
- Smart handoff to human agents with context
- Workload distribution optimization

4. KNOWLEDGE MANAGEMENT

- Integration with existing knowledge bases
- Azure Cognitive Search for information retrieval
- Automatic content suggestion for agents
- Continuous knowledge base updates

5. ANALYTICS & INSIGHTS

- Real-time performance dashboards
- Customer sentiment tracking
- Conversation analytics and trending topics
- Agent performance metrics

Business Outcome

- ✓ 70% reduction in average response time
- ✓ 40% decrease in support costs
- ✓ 24/7 customer support availability
- ✓ 50% improvement in first-contact resolution
- ✓ 30% increase in customer satisfaction scores
- ✓ Scalable support during peak periods



Data & AI
Azure

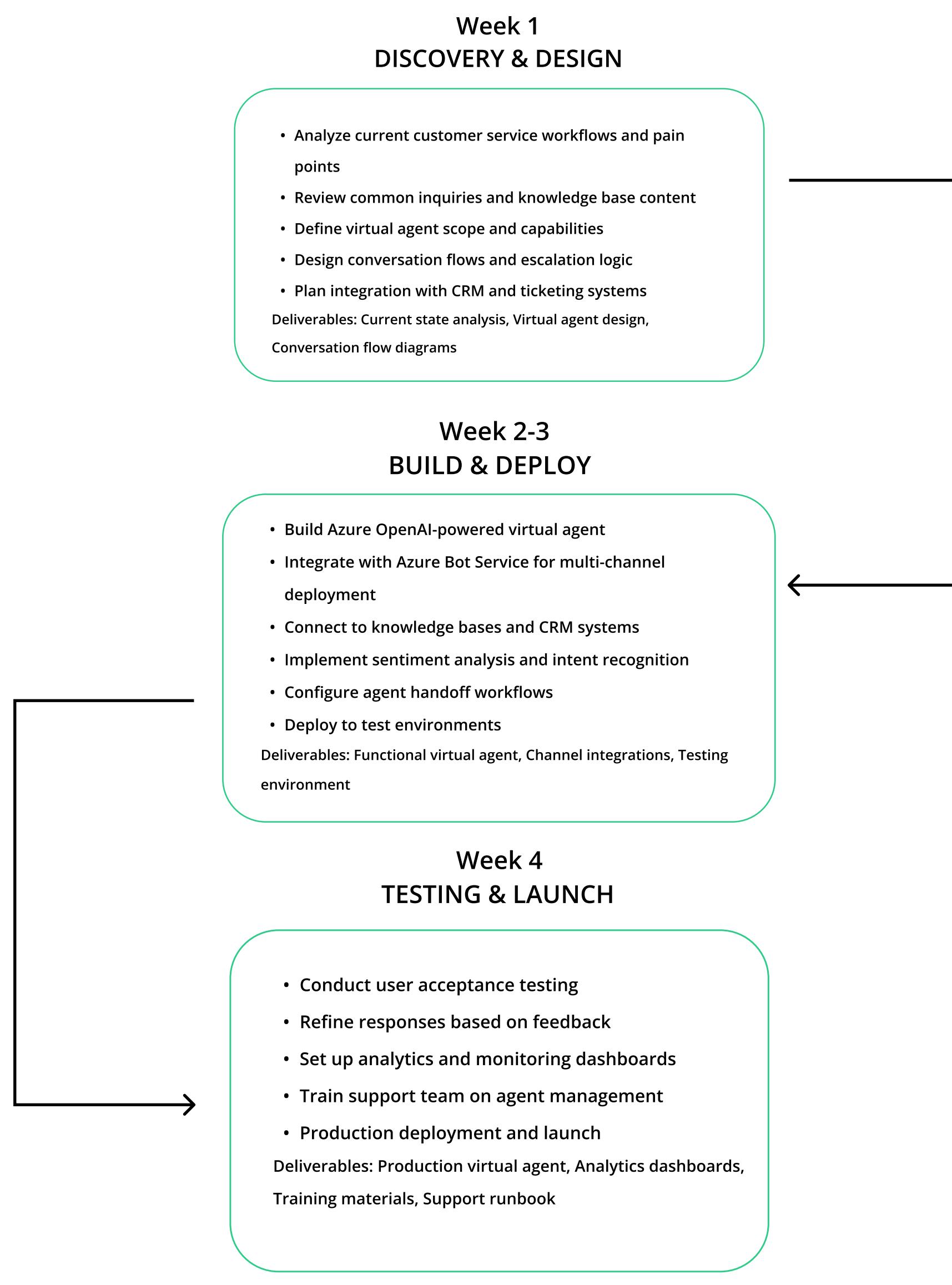


Infrastructure
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Digital & App Innovation
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4-Week Consulting Engagement



Celestial: Empowering Enterprises Since 2001

Based in Vancouver, Canada with worldwide offices and a fully in-house engineering team, we combine a heritage of industry leadership in application engineering with deep expertise in data and AI solutions.

At Celestial, we're passionate about empowering enterprises to leverage the power of AI to unlock new opportunities, minimize risk, and sharpen their competitive edge.

