

ZGAI – ZAKI GENERATIVE AI FOR MICROSOFT DYNAMICS 365

ZGAI bridges the requirements between the organizations and customers by providing a consistent AI Omnichannel Customer Experience across various chat and voice communication channels.



Zaki Generative AI For Microsoft D365 – AI Hybrid Chat

- Organization Challenges:

The art of customer service has evolved and continues to change with the ever-growing array of communication channels. Nowadays, customer experience speaks volumes about a brand's ability to add value to the customer journey. A steady and optimal customer experience is essential to address the demands of today's customers.

Zaki bridges these requirements between the organization and customers through a consistent AI Omnichannel Experience across various chat communication channels.



Zaki Generative AI Hybrid Chat provides contact centers with a consistent Omnichannel Customer Experience for organizations using Microsoft Dynamics 365 Customer Service.

Zaki is designed to facilitate instant and pleasant communication between clients and organizations, utilizing multiple chat channels, including WhatsApp, Facebook, Webchat, Twitter, Mobile App, email, SMS, etc.

Zaki Generative Artificial Intelligence efficiently handles all customer requests intelligently through Microsoft chatbots (Copilot Studio) and seamlessly connects them to live agents, improving customer satisfaction, reducing average handle time, and increasing productivity.

ZGAI is an all-in-one solution that eliminates the need for multiple teams for each chat channel, bringing customers from various platforms such as Facebook, WhatsApp, email, Twitter, and the web onto a single platform.

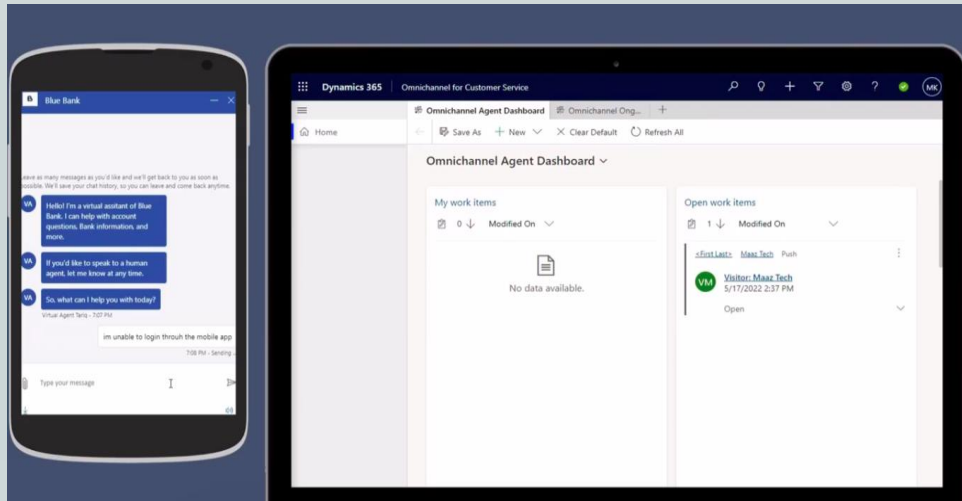
Simple, Intuitive and Steady with Intelligent chatbot capabilities:

Zaki Generative ensures quick responses to customers' questions through trained Microsoft Copilot Studio (chatbots). The chatbot is trained and integrated with the customer database and product catalog for faster customer interaction, thus offering extensive self-service capability. Zaki understands the context of the chat to have human-like interactions with the customer.

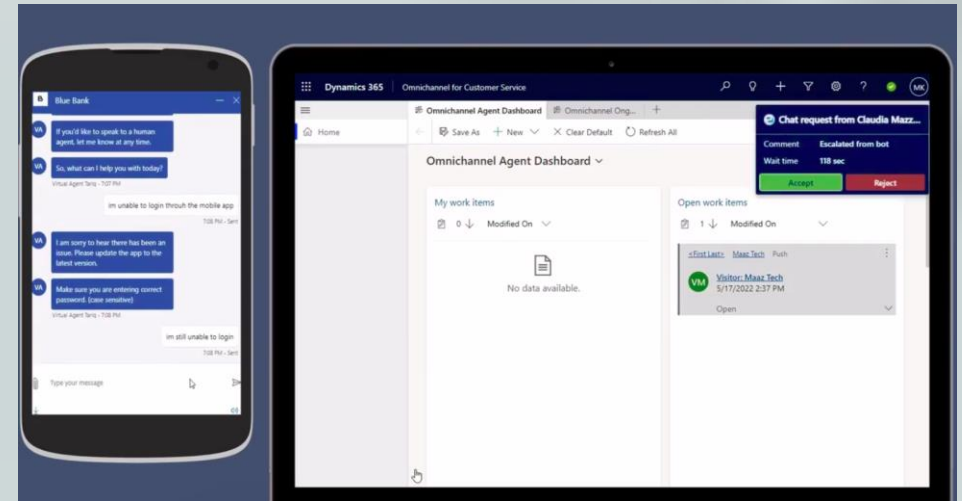
Advanced Intelligent chat routing and Queuing Capabilities:

Zaki Generative AI provides advanced chat and routing capabilities based on parameters defined by the organization. Zaki recognizes customer identification upon chat arrival and correlates previous chat events in CRM for reporting. Live agents can handle multiple conversations simultaneously and transfer files to and from the customer, including using the customer's camera on his/her mobile phone.

Initial Bot Response



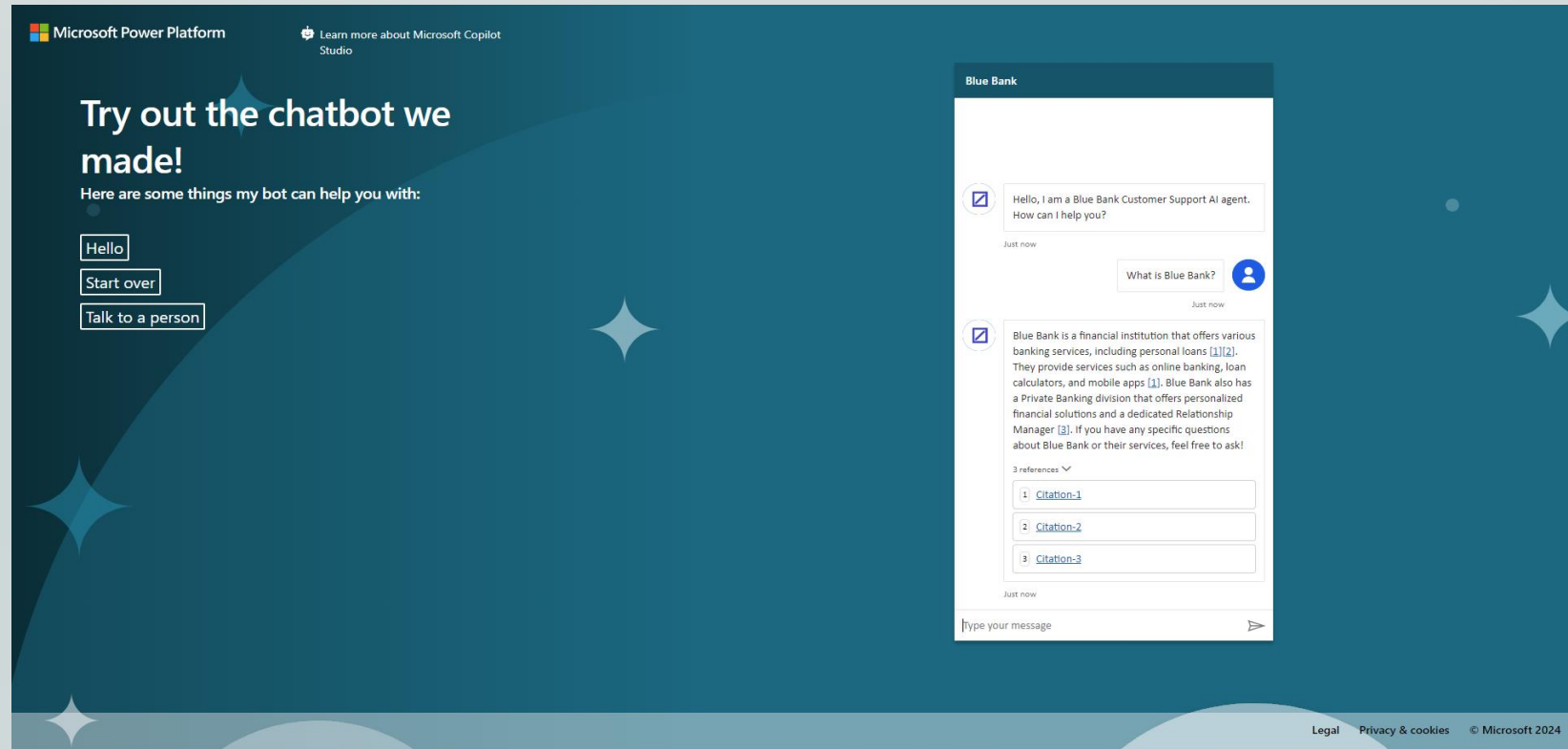
Customer Identification on Chat Arrival



Artificial Intelligent Enabled Response:

Zaki solution uses AI-driven, fine-tuned GPTs to generate responses for customers with the most efficient solutions, supporting up to 40 languages. Additionally, it provides real-time customer sentiment analysis, identifying any negative feedback, improving customer experience, and ultimately increasing sales revenue.

Zaki AI Response

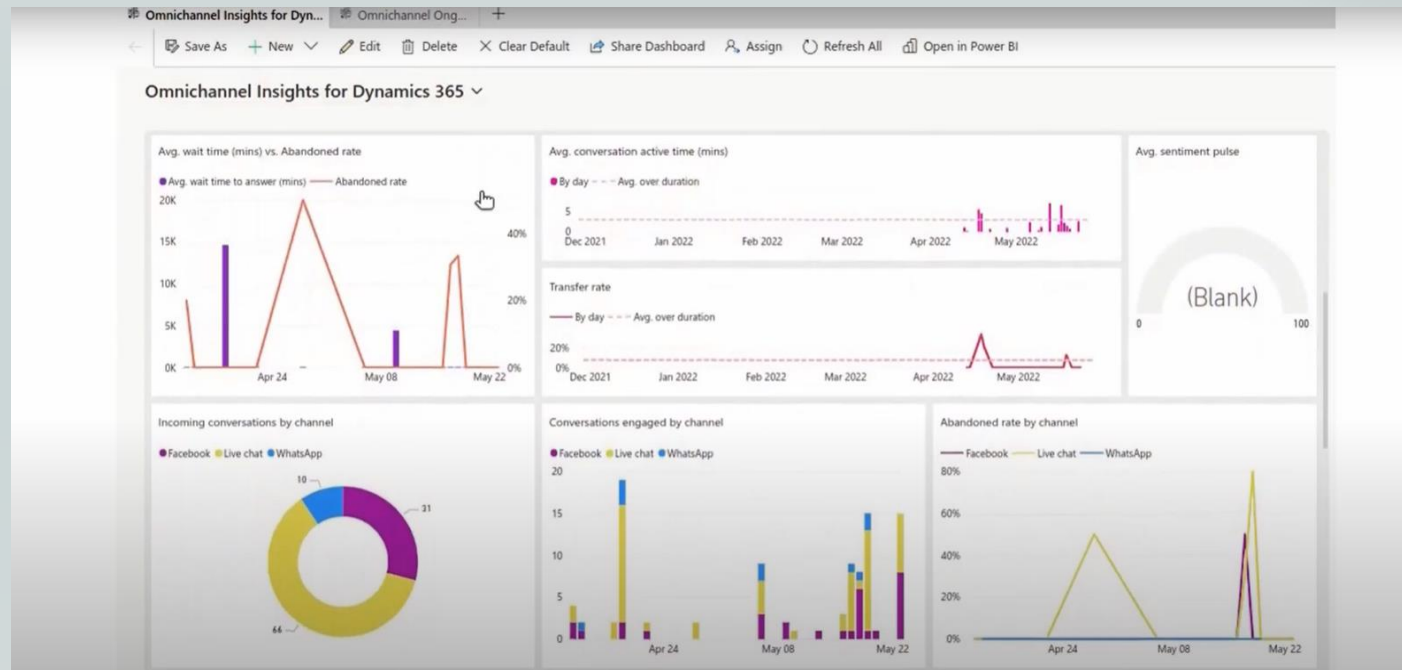


A product of Maaz Technologies

Visualization and Analytics:

Zaki Generative AI comes with a detailed Power BI dashboard that provides a 360-degree view of customer interactions with AI and live agents through visualizations. Administrators and supervisors can access valuable metrics and analytics, aiding companies in driving sales revenue and gaining a better understanding of customer feedback about the company's products and features.

Visualization and Analytics

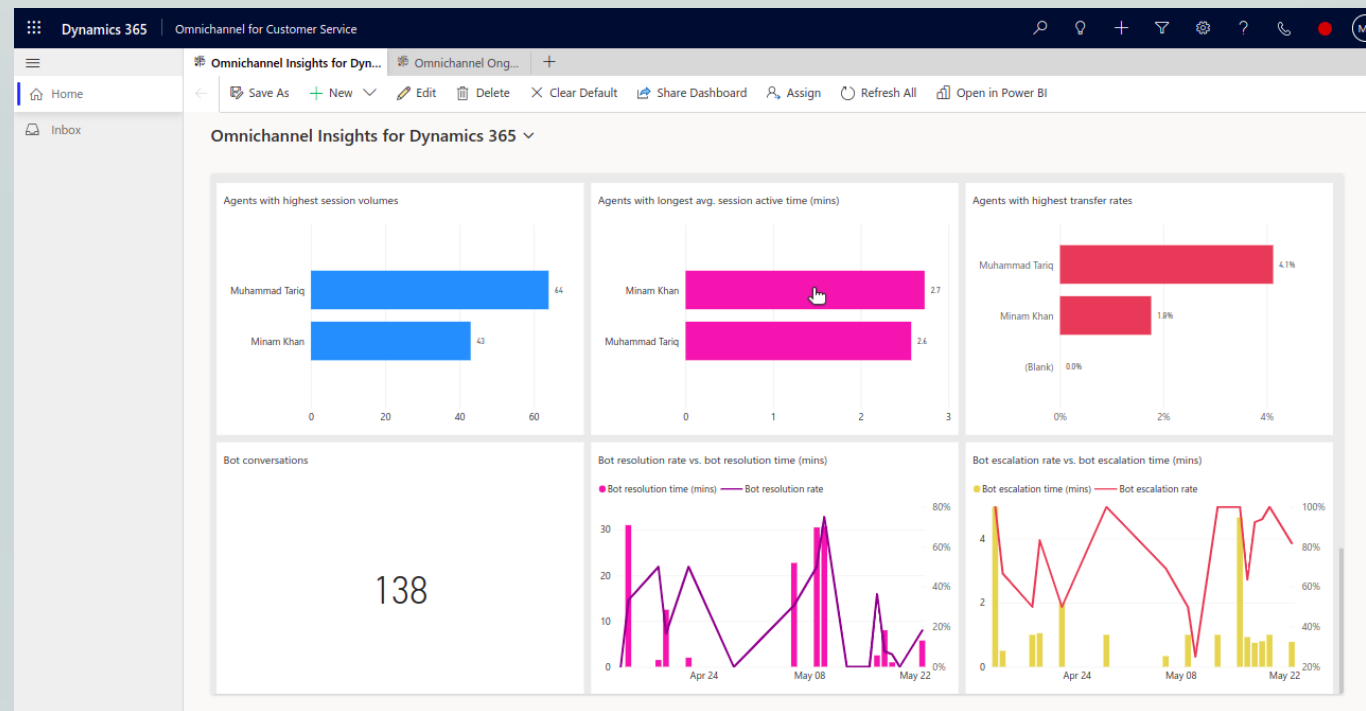


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Conversational Dashboard:

Conversational Dashboards are essential for monitoring your business's performance. These dashboards include features such as incoming conversations, engaged conversations, transfer rates, etc. The graphical user interface enhances the user's understanding of data visualization, providing more accurate insights.

Conversations Engaged



Emphasize:

Zaki Generative AI for Microsoft Dynamics 365 is a comprehensive solution that integrates Microsoft Dynamics 365 Customer Service and Power Platform. It offers an AI-enabled Omnichannel chat solution, expanding the capabilities of Microsoft Dynamics CRM to support instant and convenient communication across multiple channels with customers. This packaged solution is easy to deploy, connect, and integrate with various customer chat channels.

- Copilots (chatbots): Human-like Generative Conversations that understand the context of the chat to engage in human-like interactions with the customer.
- AI Omnichannel Availability: Increased agent productivity with AI models available to provide relevant information for customers. Deployment-ready for channels such as WhatsApp, Facebook, Email, Twitter, SMS, Web, etc.
- Multi-lingual: Understands and engages with users in 40+ languages globally.
- Visualization and Analytics: Comprehensive analytics of the solution with various dashboards, including channel breakdown, sentiment analysis, agent response, bot conversation rate, queue details, etc.
- Intelligent Chat Routing: Recognizes customer identification upon chat arrival and correlates previous chat events for the same customer in Omnichannel for reporting.