

## Contact Center

# Presidio AI Agent Offering



## THE CHALLENGE

Organizations across all industries face the challenge of transforming customer experience (CX) through the adoption of artificial intelligence technologies. By integrating Generative AI (GenAI) and Natural Language Understanding (NLU) technologies into AI Agents, they aim to streamline operations, enhance efficiency, ensure quality assurance, and provide seamless, personalized interactions across both voice and digital channels.

Our AI Agent solution offers a transformative approach to revolutionize customer interactions and streamline workflows across digital and voice channels. Leveraging advanced AI technologies such as GenAI and NLU, our solution automates customer service tasks, enabling businesses to:

- ◆ **Provide 24/7 customer support** with greater accuracy and speed
- ◆ **Automate responses to common inquiries**, freeing up human agents for complex issues
- ◆ **Extract and process customer data** for personalized interactions
- ◆ **Accurately classify and route customers** for efficient resolution
- ◆ **Advanced FAQ capabilities** leveraging Generative AI across multiple internal sources

## Services Provided

We offer comprehensive services to support the implementation and successful deployment of our AI Agent solution:

- ◆ **Design Services:** Collaborate to define requirements and develop a tailored solution
- ◆ **Implementation Services:** Deploy the appropriate AI platform, integrate with existing systems, and configure models
- ◆ **Iteration and Tuning Services:** Optimize the system, perform fine-tuning, and provide ongoing operational support

## Deliverables

Customers receive a comprehensive set of materials upon successful implementation of the AI Agent solution:

- ◆ Functional design document outlining the system's architecture, customer journey map, AI agent blueprint, and iteration and tuning framework
- ◆ Project schedule detailing the implementation timeline and milestones
- ◆ Implemented system and workflows ready for operation

*Delivery timelines generally range from 3 to 12 weeks, depending on the selected tiered package.*

## Tiered Options

Tiered packages are tailored to the specific needs of each client, making our solution accessible to businesses of all sizes:

- ◆ **Essential AI Agent:** Empower your customer support with our entry-level solution. Deploy a GenAI and NLU-based FAQ system to handle common inquiries efficiently and enhance customer satisfaction
- ◆ **Premier AI Agent:** Take your customer service to the next level. Includes all features of the Essential AI Agent, plus the ability to deploy two self-service workflows using command and collect logic. Integrate seamlessly with external systems via REST API and SOAP for a more connected experience
- ◆ **Premier Plus AI Agent:** Maximize your customer engagement and operational efficiency. Includes all features of the Premier AI Agent, with two additional self-service workflows and expanded integration options, including ODBC and JDBC. Personalize customer journeys and enable comprehensive self-service capabilities

## Three Components Driving the Scope of the Project

- ◆ **AI Services Consumption:** Based on the volume of interactions processed
- ◆ **Platform License:** Determined by integration and processing requirements
- ◆ **Professional Services:** Tailored packages based on interaction scope and complexity

## Presidio AI Agent Offering

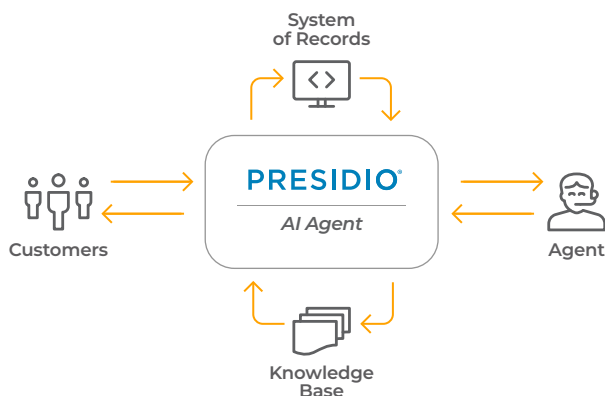
### KEY BENEFITS

Our AI Agent solution delivers significant benefits to businesses:

- ◆ **Dramatic Cost Savings:** Reduce customer service expenses by automating routine interactions
- ◆ **Eliminate Backlogs:** Ensure timely responses by quickly addressing common customer queries
- ◆ **Increased efficiency:** By effectively containing interactions within the AI agent, we reduce the need for human intervention, allowing contact center agents to focus on more complex and high-value tasks

### WHAT MAKES US DIFFERENT

- ◆ **Comprehensive services** support the implementation and successful deployment of our solution, including Design, Implementation, and Tuning Services
- ◆ A suite of **deliverables upon successful implementation**, including a functional design document, project schedule, and implemented system
- ◆ **Recognized partnerships** with leading AI technology providers
- ◆ **Award-winning expertise** in CX, AI, and Automation solutions
- ◆ **Holistic Integration Approach:** We utilize a holistic approach for integration with external systems to accelerate implementation and decrease overall cost. Depending on the customer's technology stack, our solution may include traditional API integrations, native connectors, or process automation platforms for UI integration



### Why Choose Us

At Presidio, we understand that your AI Agent is the digital gateway to your business. It's where you interact with customers, employees, build relationships, and create engaging experiences. Our expertise in this area is grounded in:

- ◆ **Deep Industry Knowledge:** Years of experience serving diverse industries equips us to understand the unique challenges and opportunities faced by every business
- ◆ **Proven Solutions:** Our portfolio includes a range of AI Agent solutions tailored to meet specific needs, ensuring optimal alignment with your goals
- ◆ **Technology Leadership:** We leverage cutting-edge technologies and best practices to deliver innovative solutions that drive efficiency, enhance user experience, and improve operational outcomes
- ◆ **Focus on Business Impact:** Our solutions are designed to deliver measurable results, aligning with your institution's strategic objectives
- ◆ **Proven Implementation Methodology:** Our implementation methodology ensures a seamless implementation process, requiring minimal customer involvement while achieving a high containment rate within the AI agent

### Our Experience

- ◆ **Client Success:** We have successfully served over 2,000 clients across various industries, including public sector, retail, healthcare, and education
- ◆ **Cloud Expertise:** More than half of our contact center deployments are cloud-base
- ◆ **Operational Excellence:** Our managed services have handled over 750 million customer interactions annually, showcasing our ability to scale and support high-volume CX operations
- ◆ **Market Leadership:** With over 500,000 agents supported by our solutions, we are a leading provider and systems integrator in the CX industry
- ◆ **Strong Market Presence:** Our strong market presence is reflected in our ability to manage an average of 200 active projects concurrently, underscoring our capacity to handle complex and large-scale projects effectively

Contact Presidio today: [www.presidio.com](http://www.presidio.com)