systems | **Microsoft**

ContactSense

Your AI-powered Intelligent Contact Center Solution

At a glance

Systems Limited is a top-tier global SI company, boasting a global team of over 7000 innovative minds. We pioneer the creation of cutting-edge enterprise solutions, shaping our clients' digital footprint for enduring growth and profitability. Our ardor lies in tailoring scalable, efficient products and services to surmount customer challenges. Our people stand as both our pledge and strategy for steering worldwide digital engagement. As tech service experts, we foster open idea exchange, fueling our advancement and proficiency through strategic investments in our team.

16+	**7000+**	**46+**	**233+**
Global Delivery Centers	Employees Globally	Years in Business	Global Active Clients

Subsidiaries & affiliates

- Systems MEA
- Systems KSA
- Systems APAC
- NdcTech
- Systems Ventures
- EP Systems
- Visionet (North America, Europe & UK)

Specialization

Digital   Data & AI   Cloud

Industry Focus

Telco   BFSI   Public Sector   CPG & Retail   Pharma

Leading the way!

Microsoft
2023 Partner of the Year

Winner
United Arab Emirates
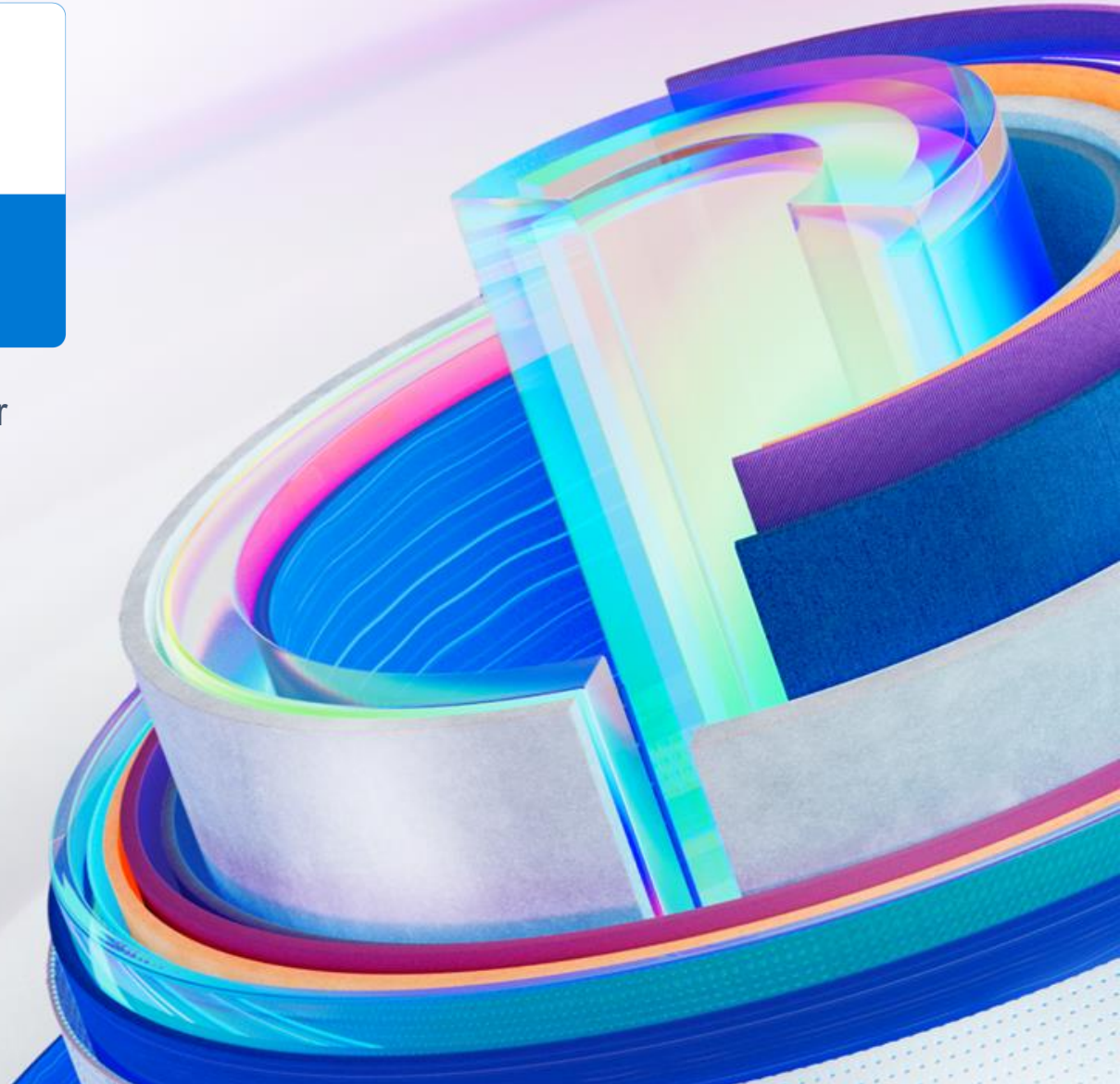
Microsoft
2023 Partner of the Year

Winner
Pakistan

2023 Microsoft Country/Region Partner of the Year Awards winner

UAE and Pakistan

2023/2024
INNERCIRCLE
for Microsoft Business Applications

Our Prestigious Accolades

Forbes Asia BEST UNDER A BILLION 2023 Only Pakistani IT company to win four times in a row	**Microsoft Partner** | 2018 Partner of the Year Winner Partner of the year 2018	**SAP** Top New Partner and Service Excellence Awards	**ASIAMONEY** Most Outstanding Company three times in a row
P@SHA ICT AWARDS 2021 Top Exporter Award	**PSX PAKISTAN STOCK EXCHANGE LIMITED** Top 3 on PSX 25 companies list 2021 two times in a row	**HUAWEI** Cloud Partner of the Year	**etisalat by e&** Appreciation Award
THE LAHORE CHAMBER OF COMMERCE & INDUSTRY First IT company to win the LCCI President IT award	**FF BANKING TECH AWARDS** Highly Commended - Top Tech Team 2022	**temenos** Best Sales Partner – MEA Sales and Partner Summit 2022	Best Digital Channel/Platform Implementation Award 2022
Everest Group® Temenos IT Services PEAK Matrix Assessment 2022			

Creating the future:
How Generative AI redefines limitations

Challenges Faced by Contact Center

External (customer facing) challenges		
Long waiting queues for customers at places such as banks, telco operators, etc.	Limited personnel capacity making it difficult to address all queries timely	Multilingualism in MEA poses a challenge for contact centers in effectively addressing customer queries
Internal challenges		
Lack of efficient and personalized case resolution processes	High turnover and retraining needs	Commercial challenges

Introducing ContactSense Powered by OpenAI

Our mission: Supercharging human potential with AI and enhancing customer experiences.

Leveraging the formidable capabilities of Microsoft D365 and the cutting-edge capabilities of Azure OpenAI Services, our AI-driven Intelligent contact center solution is poised to revolutionize the way customers interact.

Functional Flow

Chat/Text

Voice

Azure

Dynamics 365

User

Live Agent

Question, out of context

Bot

Escalation
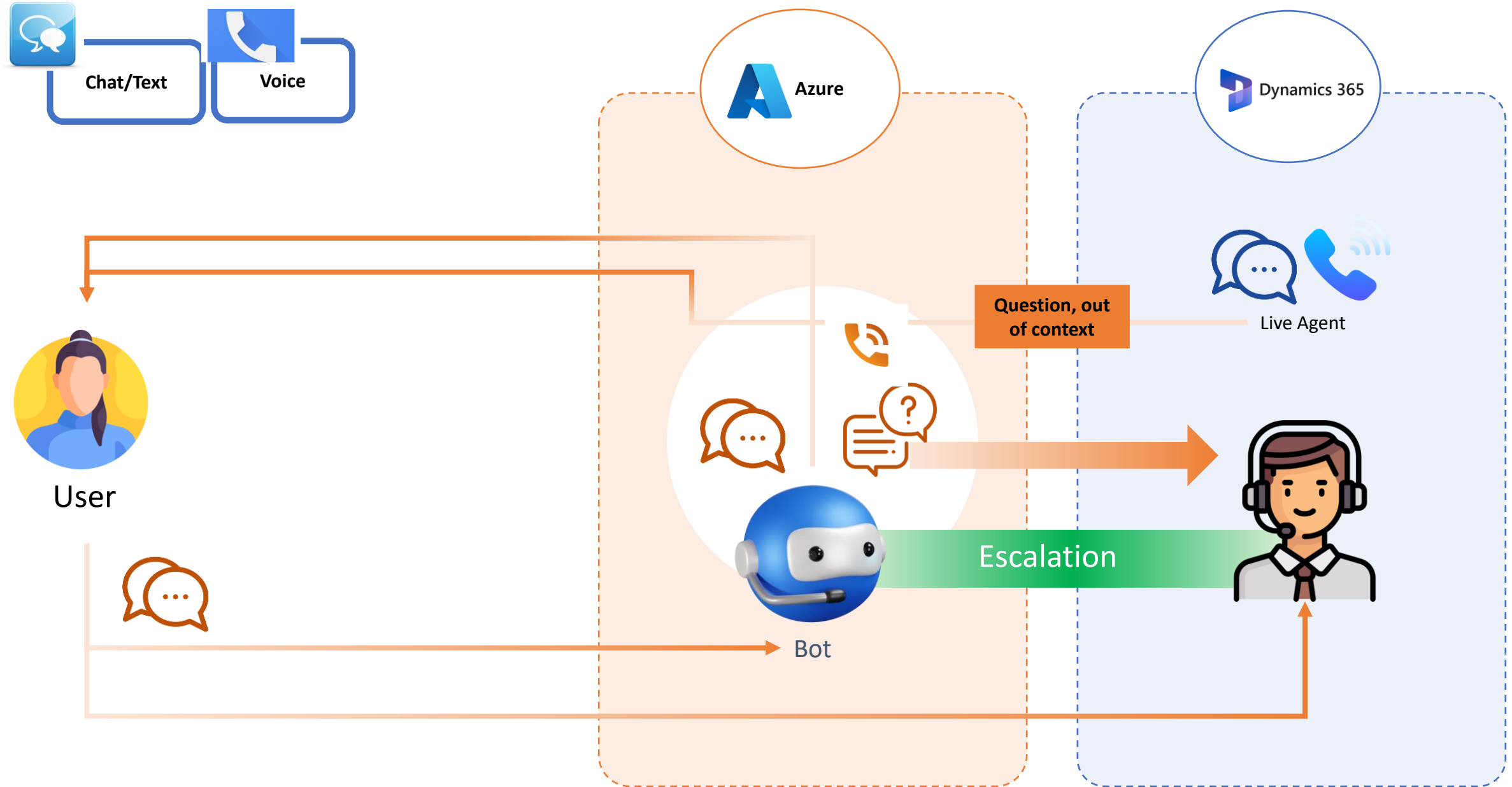
Technology Stack & Services

Consumption Based Services
Azure Speech-to-text/Text-to-Speech
Speech Translation
Speech Transcription
Sentiment Analysis/Key phrase extraction
Form Recognizer
Azure Synapse (+SMA)
Power BI
OpenAI
Azure bot
Azure Cognitive Search

How will it help the customers?

Zero waiting time as the call load and process will initiate immediately

Efficient multilingual communication across chat and voice

Seamless integration with Microsoft D365

How will it help the organizations?

OpenAI integration utilizes repository to assist agents by instantly retrieving relevant cases from knowledge base as they interact, allowing AI-driven sorting for efficient case resolution

Access to the repository will enhance agent productivity and ensure quick and seamless agent onboarding

An alternative to IVR, providing customers with efficient, live agent-free interactions, enhancing the customer experience, and expediting query resolution

Contact Sense Powered by OpenAI
By Systems Ltd

Available Now on
Microsoft Azure Marketplace

Contact Sense Powered by OpenAI
Systems Ltd

Intelligent contact center combining OpenAI, Microsoft Dynamics 365, and AI for customer care

Intelligent contact center leveraging OpenAI with internal data, Microsoft Dynamics 365 for cross-channel and omnichannel communication, and AI for customer care

ContactSense by Systems Limited is a comprehensive and intelligent contact center platform built on the powerful capabilities of Azure OpenAI Service and Dynamics 365 Omnichannel platform. Leveraging AI for customer care, it provides efficient and context-aware customer support and omnichannel engagement across multiple channels, including Bots, Web, Voice, etc. With speech-to-text and text-to-speech Azure OpenAI Speech service customers and agents can have a back-and-forth exchange

Customer and agent-facing features

- Ability to escalate conversations to live agents through chat and voice channels
- Integration with Microsoft Dynamics 365 Customer Service, offering features such as customer 360 view, agent view, case management, knowledgebase articles, smart assist, co-pilot and business intelligence (BI) reports/dashboards for analyzing conversations handled by OpenAI versus human agents
- 360-degree customer view and out-of-the-box reports and dashboards to actionable insights
- Secure sharing of curated datasets with business units and external parties
- Enterprise-grade semantic models, self-service BI, and data-driven applications

Free

Contact Me

♡ SAVE TO MY LIST

Publisher
Systems Ltd

Service type
Implementation

Solution Areas
AI + Machine Learning

Industries
Financial Services
Government
Industrials & Manufacturing
Professional services
Automotive, Mobility, Transportation

THANK YOU

Contact us:
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Website: www.techvista.com/