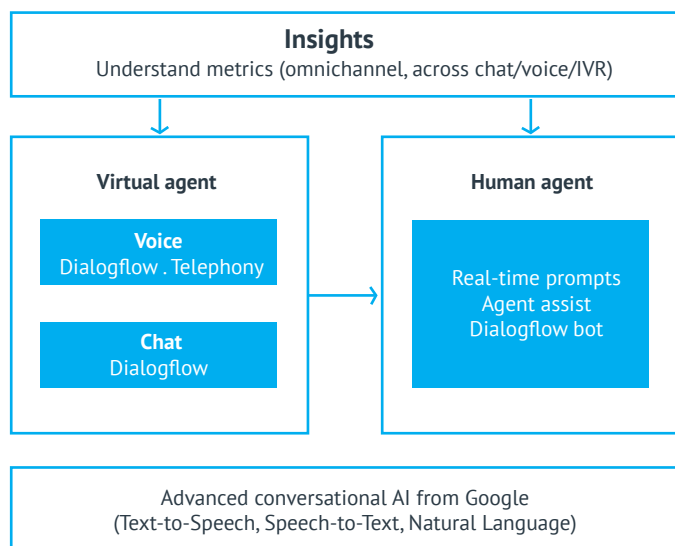# Google Contact Center Artificial Intelligence (CCAI)

Creating seamless customer experiences with intuitive CCAI

Businesses are constantly looking to improve customer experience and reduce costs by leveraging Artificial Intelligence (AI) to collate customer information and provide faster support. The onus is on CX leaders to empower their agents to deal with highly specialized and complex interactions. Google CCAI combines Dialogflow, speech-to-text, text-to-speech and natural language processing (NLP) to improve customer service with AI that understands, interacts and talks.

Insights
Understand metrics (omnichannel, across chat/voice/IVR)

Virtual agent

Voice
Dialogflow . Telephony

Chat
Dialogflow

Human agent

Real-time prompts
Agent assist
Dialogflow bot

Advanced conversational AI from Google
(Text-to-Speech, Speech-to-Text, Natural Language)

Google CCAI features

Virtual Agent
Gives members 24/7 access to immediate conversational self-service, with seamless handoffs to live agents for more complex issues

Chatbots
AI-powered chatbots created with Dialogflow CX can be deployed in minutes. Intuitive drag & drop visual flow builder makes it easy to build and maintain sophisticated conversations. These chatbots can seamlessly switch between topics, handle supplemental questions, and operate across multiple channels 24/7 to minimize live agent interventions.
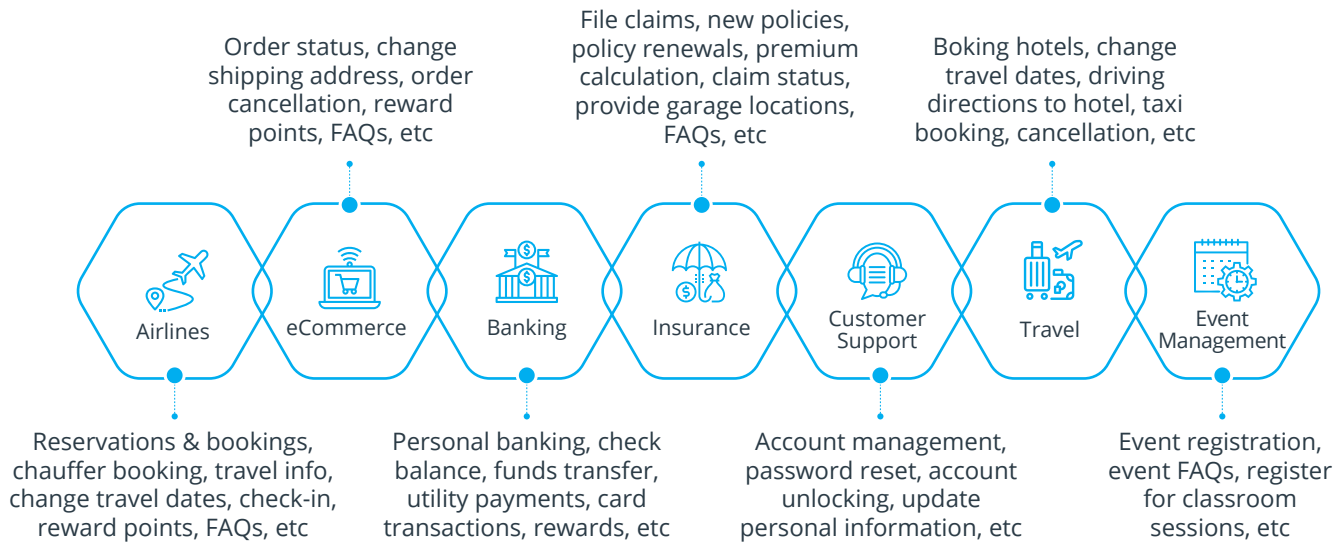
Agent Assist
Empowers agents with continuous support during their calls by identifying intent and providing real-time, step-by-step assistance

Insights
Uses natural language processing to identify call drivers, popular questions, and other information that helps contact center managers learn about member interactions to improve call outcomes

Use Cases for Google CCAI solutions

Order status, change shipping address, order cancellation, reward points, FAQs, etc

File claims, new policies, policy renewals, premium calculation, claim status, provide garage locations, FAQs, etc

Boking hotels, change travel dates, driving directions to hotel, taxi booking, cancellation, etc

Airlines	eCommerce	Banking	Insurance	Customer Support	Travel	Event Management

Reservations & bookings, chauffer booking, travel info, change travel dates, check-in, reward points, FAQs, etc

Personal banking, check balance, funds transfer, utility payments, card transactions, rewards, etc

Account management, password reset, account unlocking, update personal information, etc

Event registration, event FAQs, register for classroom sessions, etc

Key Benefits

01 Consistent and contextual support across channels

Virtual agents can be deployed across channels - web, mobile app, IVRs, contact center platforms, etc. They also maintain context and provide accurate responses across channels

02 Empower agents with insights

- Turn your conversations into insights through analytics and reporting that uncover key call drivers, customer sentiment, and more
- Use the Insights to actionable triggers in real time by assisting agents or at later time by notifying business owners

03 Improved CSAT and operational efficiency

- Improve call deflection rates, achieve shorter handling times, and reduce agent training costs while making overall operations faster and more effective
- Reduce customer efforts by providing the accurate information and consistence experience across channels

Servion, a Google Contact Center Artificial Intelligence (CCAI) solutions partner, combines the power of natural language understanding and speech recognition to deploy intelligent chatbots and voice bots that help resolve fundamental issues. We also provide real-time agent assistance by empowering agents with context, insights, and intelligence required to deliver timely and accurate responses for interactions that need a human touch. Servion provides end-to-end consulting-led engagement in building not just Conversational AI but personalized solutions. We also offer 24x7 managed services that ensure ongoing optimization and support.

Servion supports Google CCAI integration with the below contact center platforms:

AVAYA	CISCO	Five9
GENESYS	NICE · inContact	twilio

We also support integration with WhatsApp, Slack, Facebook Messenger, Telegram, and other Unified Communications platforms.