THE INTELLIGENT CONTACT CENTRE

Dr. Bart Lehane - Chief Product Officer

www.edgetier.com | info@edgetier.com | @TeamEdgeTier

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CONTACT CENTER INTELLIGENCE LAYER

Intelligent Alerting
Monitor and automatically alert on customer conversation deviations in real time.

Agent Assistance
Improve your agent efficiency by over 50% across chat and email channels with dynamic routing and pre-prepared responses

Automated Quality Reviews
EdgeTier AI can examine every customer interaction to assess agent quality, performance, and processes

Conversation Monitoring
Track every interaction in real time, and set alerts for topics of interest. Know immediately when topics of interest arise.

Customer Attitudes
Use NLP to understand what is driving positive and negative customer experiences in your business

Query Triage
EdgeTier AI can label, prioritise, and route inbound customer queries to the optimum agent at the right time.

Data Formatting
Measure to improve. Extract and format your customer service data in an accessible and reportable fashion. Enable your data teams.

EdgeTier

THE EXPECTATION

Deliver high-quality customer satisfaction

React to issues immediately

Report on, and improve, customer experience

Be a source of knowledge for the entire company

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THE REALITY

Fixed dashboards – slow to react

Missed customer issues

Poorly labeled contact reasons

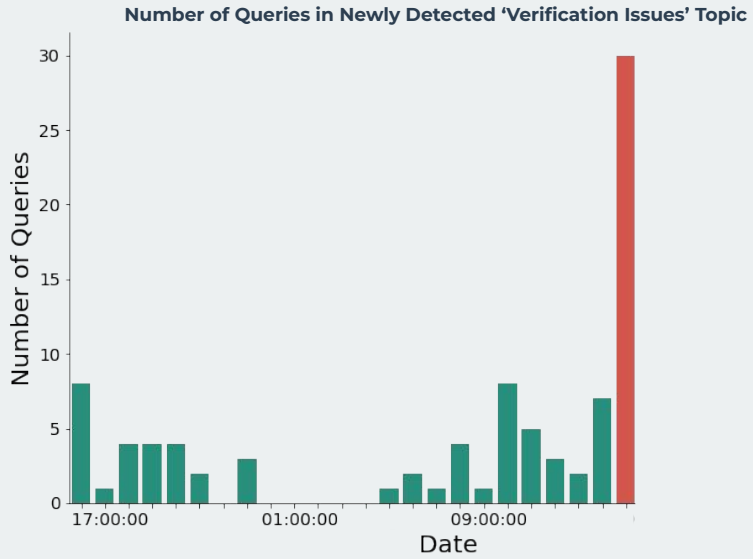
Manual reviews

Randomly asking agents

EdgeTier

EDGETIER TELLS YOU WHAT YOU NEED TO KNOW

ALERT EXAMPLE: VERIFICATION ISSUES



In the last 10 minutes, there has been an **increase in contacts about a new topic**.

Here are the most relevant queries:

- Hello, I keep getting **verification error** messages, but I had already been **verified**...
- Good evening ... I have a question: Why do I keep getting the information that I should **verify** myself with you? I have already been **verified** & had sent you ID etc. back then
- I have tried several times to **verify** myself using the proposed app. Unfortunately, so far without success. I do not have online banking. Is there still a way I can verify myself ???
- ...

No significant increase in overall chat volume

Top Queue Changes

Italy Queue: 92% (up 45%)
France Queue: 4% (down 75%)
Germany Queue: 5% (down 93%)

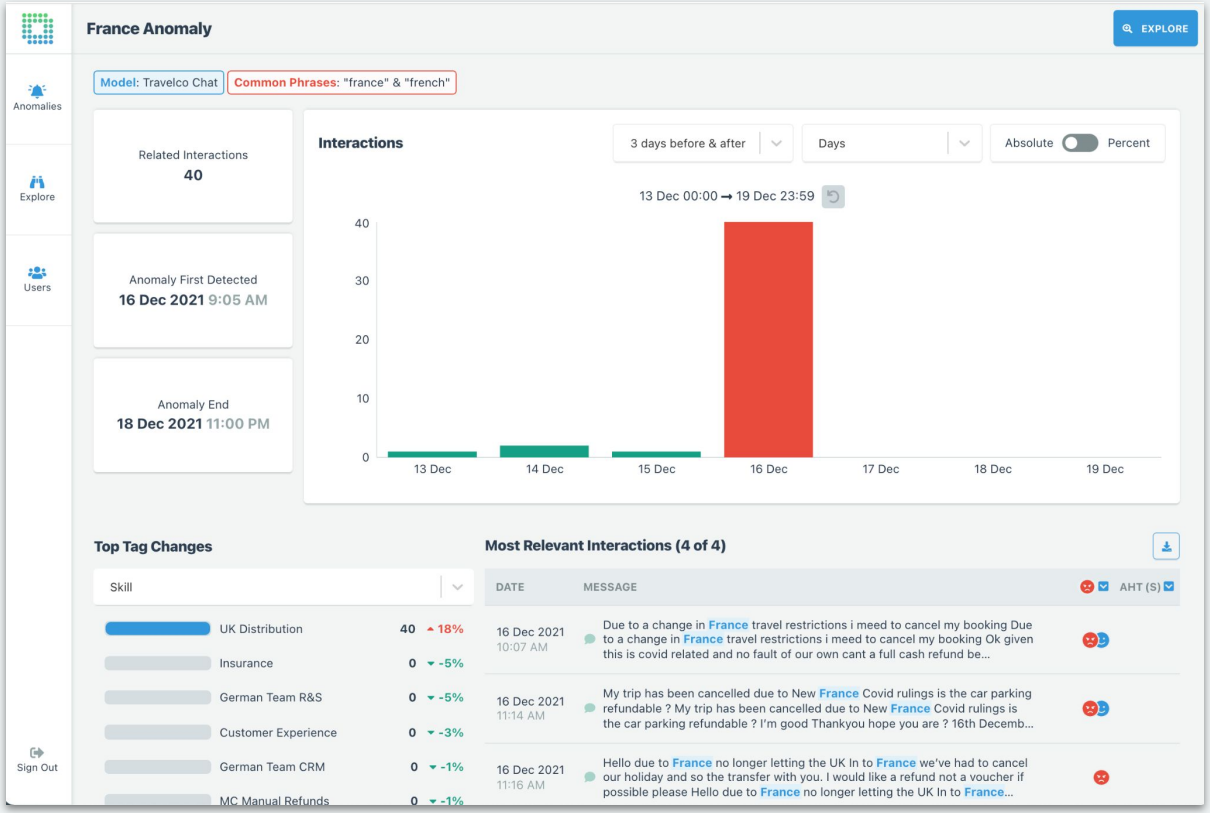
Customer Segments

Base: 46% (up 10%)
VIP: 3% (down 78%)
Infrequent: 42% (up 31%)

Emotion

Frustration: 14% (up 8%)
Praise: 3% (down 11%)
NPS: 15 (down 13 points)

ANOMALY DETECTION DEMO



AGENT MONITORING

EdgeTier

ANALYSING AGENT PERFORMANCE

Quality Assurance Issue
Agent spelling mistake

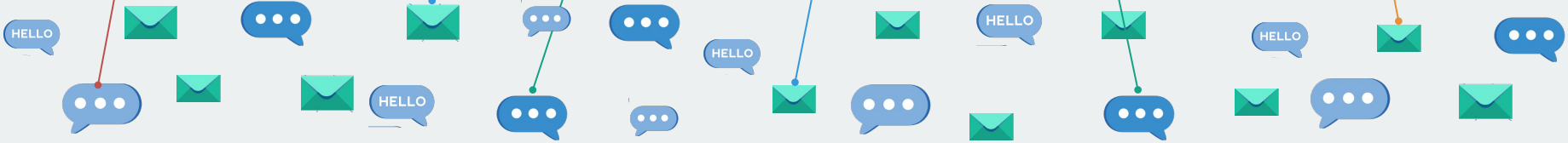
Quality Assurance Issue
Agent using inappropriate language

Process Check
“I need to close my account”

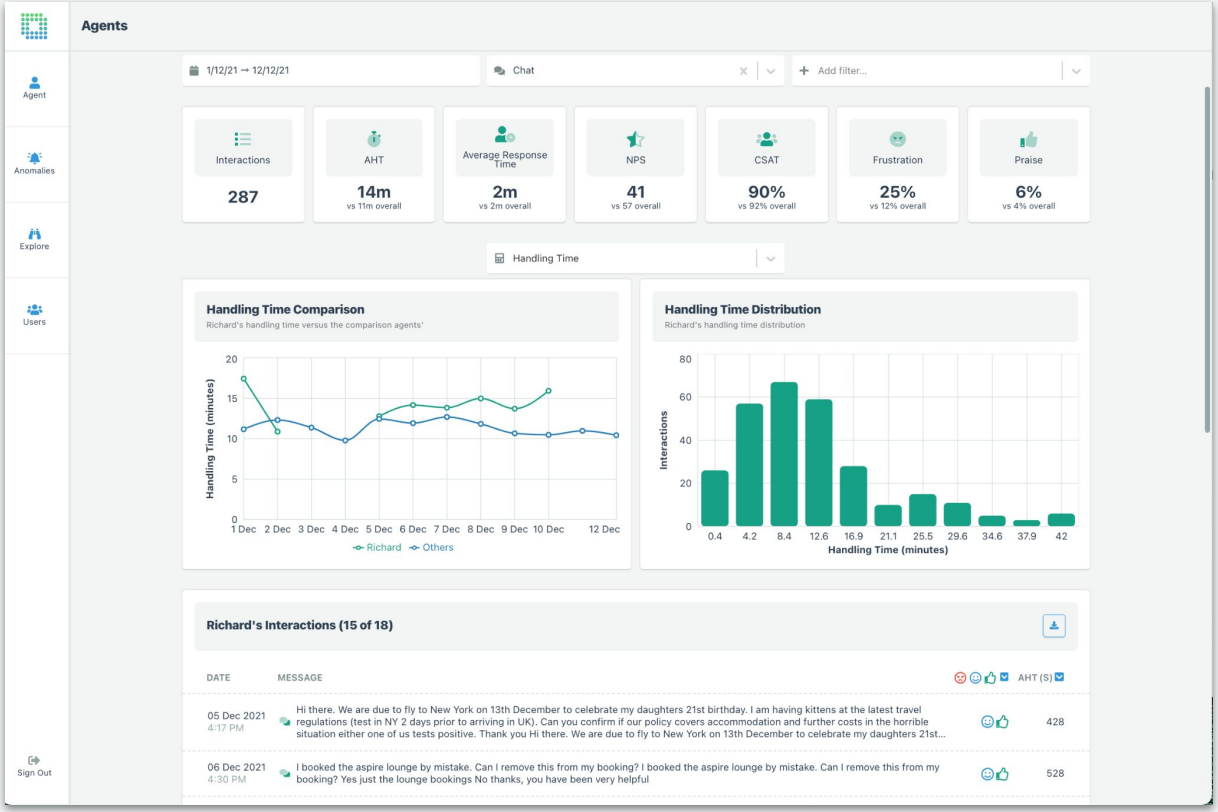
Process Check
“This is outrageous, I am going to post this conversation on twitter”

Off-Brand Language
Agent using language that is considered off brand

Repeat Template Use
Agent re-uses templates multiple times during chat



ANALYSING AGENT PERFORMANCE DEMO



EdgeTier

Multi-Lingual

Real-Time

Tuned AI for Support

Plug-And-Play

Explorable

Simple to Trial

EdgeTier

CCMA SPECIAL OFFER

COMPLIMENTARY RETROSPECTIVE ANALYSIS

Apply issue detection on previous 3 months' worth of data

Show you the customer issues you missed, quantify the ones you knew about

Highlight areas for agent improvement

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