

The average customer is currently waiting 45mins-1 hour to speak with a customer service representative

Business Owner Challenges

- ▶ High call volumes
- ▶ Reduction in operating hours
- ▶ Lesser workforce

End Customer Challenges

- ▶ Long waiting times
- ▶ Reduced service availability



Let us help you with our Pega Chatbot Service offering



Extremely quick implementation. Start to go-live in 4-6 weeks



AI driven Chatbots can help answer common customer queries, 24x7 without any human intervention



Chatbots integrated with your enterprise systems to provide real time information to customers



Bolting a live chat option with the AI-Driven Chatbots, can enable the customer service agents to work remotely



AI-Driven Chatbots can collect customer requests for offline processing & call back requests

Recent Accomplishment - Implemented a chatbot in just 2 weeks for a leading Insurer in North America



Get in touch: marketing@niit-tech.com

Chatbot Capabilities

- Intent detection / categorization
- Auto-response notifications
- Entity Identification & extraction
- Sentiment detection
- Customer styling & branding
- Attachment & photo support
- Form based data collection in Chatbots
- Skill based routing, queuing
- Content linking and dynamic common phrases
- CSR availability management & transfer to queue
- Save & share chat transcripts
- Real time chat monitoring & reports
- Pre-chat questionnaire & customer feedback surveys

Scope of Chatbot Implementation

- Configuration of 10 standard template based queries (Ex – “How to ?” type queries)
- Configuration of 5 advanced queries which require dynamic content and API calls
- Configure 3 chat queues for initial classification
- Configure a single customer verification method using any existing API
- Menu driven interaction mode within the Chatbot
- Support with integrating Chatbot on customer's website or mobile app
- Out of the box reporting configuration

Customer Benefits

- At least 40-60% of chat queries contained by the Chatbot without human intervention
- Reduction in overall call volumes to the contact center
- Reduced waiting times for your customers
- Ongoing innovation and improvement to Chatbot capabilities