QuandaGo

AiDA

Transforming the Contact Center Experience to **3 times more** and **2 times better**.

What is going on in CX?

No question on the impact of AI

> LLMs have the power to significantly expand what can be automated.

AI Allows Humans to Focus on the Human Side of Customer Service

AI Will Automate Repetitive Tasks

Enhanced Efficiency Through Automation

Figure 1: Gartner Hype Cycle for Customer Service and Support Technologies, 2023
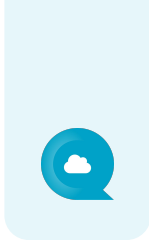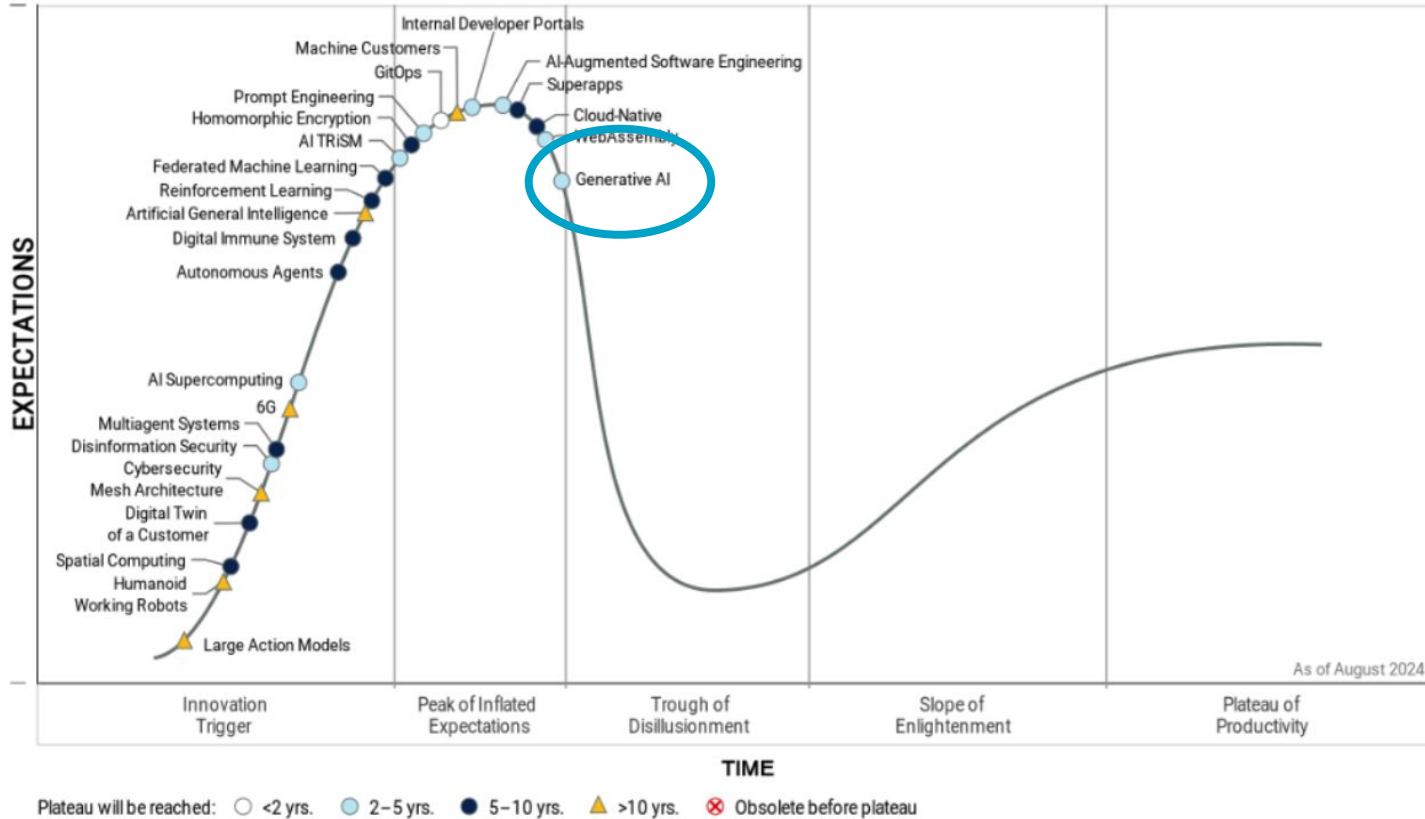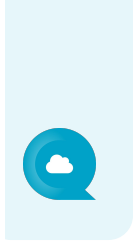

Source: Gartner (August 2023)
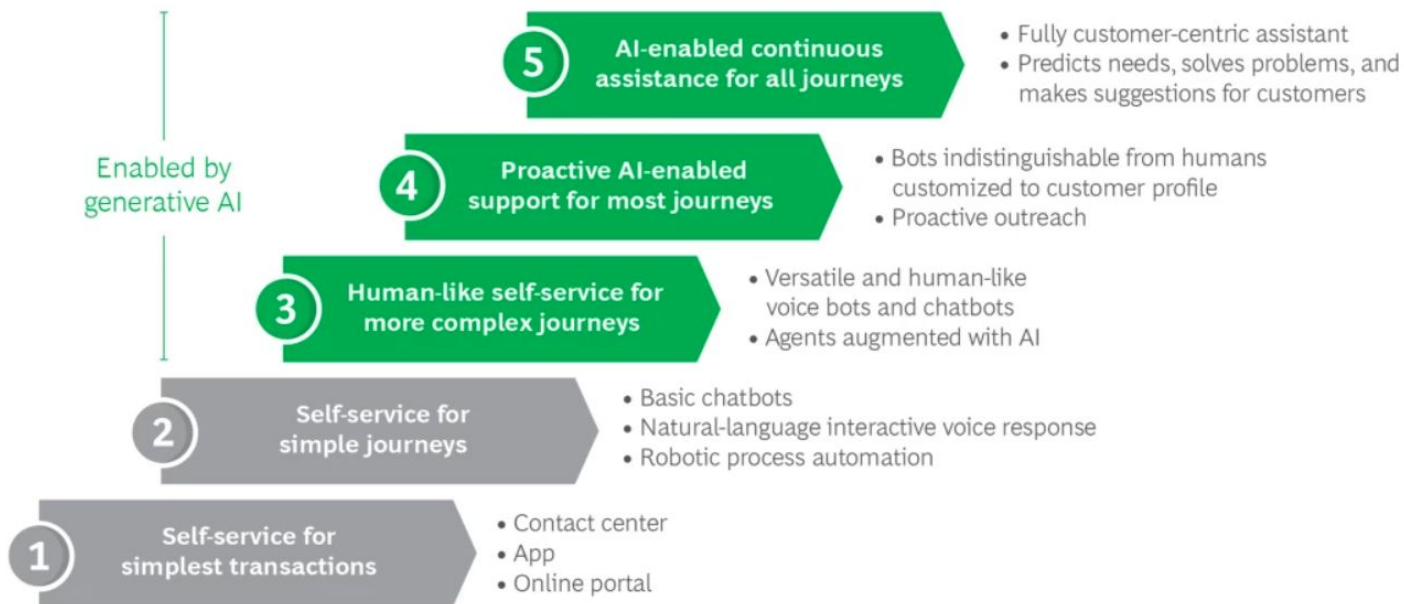
Figure 1. Hype Cycle for Emerging Technologies, 2024

Source: Gartner (August 2024)

Evolution in use of AI in Customer Service

Exhibit 1 - AI-Enabled Customer Service Is Maturing Rapidly

Enabled by generative AI

5 AI-enabled continuous assistance for all journeys
- Fully customer-centric assistant
- Predicts needs, solves problems, and makes suggestions for customers

4 Proactive AI-enabled support for most journeys
- Bots indistinguishable from humans customized to customer profile
- Proactive outreach

3 Human-like self-service for more complex journeys
- Versatile and human-like voice bots and chatbots
- Agents augmented with AI

2 Self-service for simple journeys
- Basic chatbots
- Natural-language interactive voice response
- Robotic process automation

1 Self-service for simplest transactions
- Contact center
- App
- Online portal

Source: BCG analysis.

But AI is also changing customer expectations

Support teams report major increases in customer expectations on

63% response speed

43% politeness/empathy

57% resolution speed

49% (each) knowledge and availab

Source: Intercom

Introducing AiDA

What is 🤖 Ai DA ?

AiDA is a Digital Supervisor that sits between your agent, customer interactions and the rest of your team. It uses data from your contact center to constantly analyze your agent performance, your customers intent and enables you to quickly see what hot topics are for your customers. Therefor, it paves the path towards elevating Customer Contact to 3 times more and 2 times better.

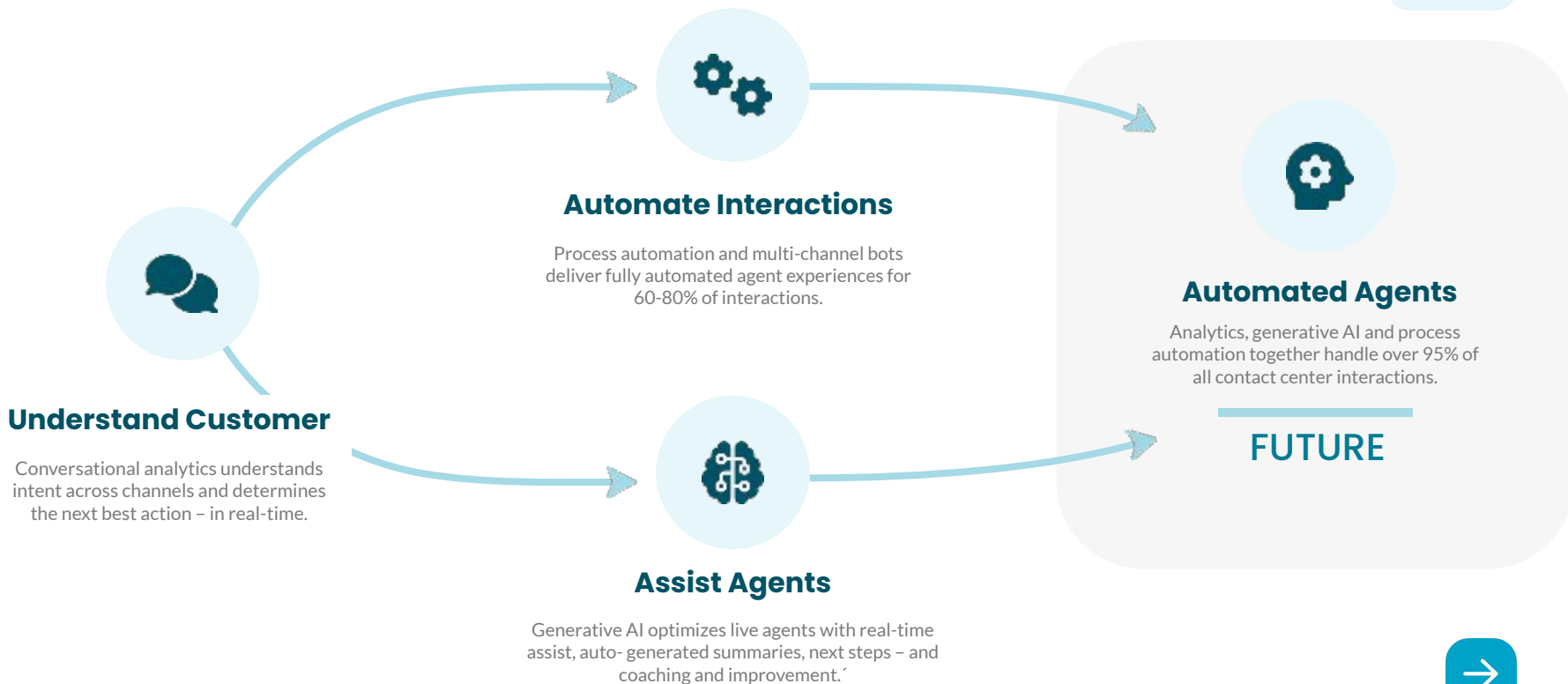Supervisor

AI DA

Customer

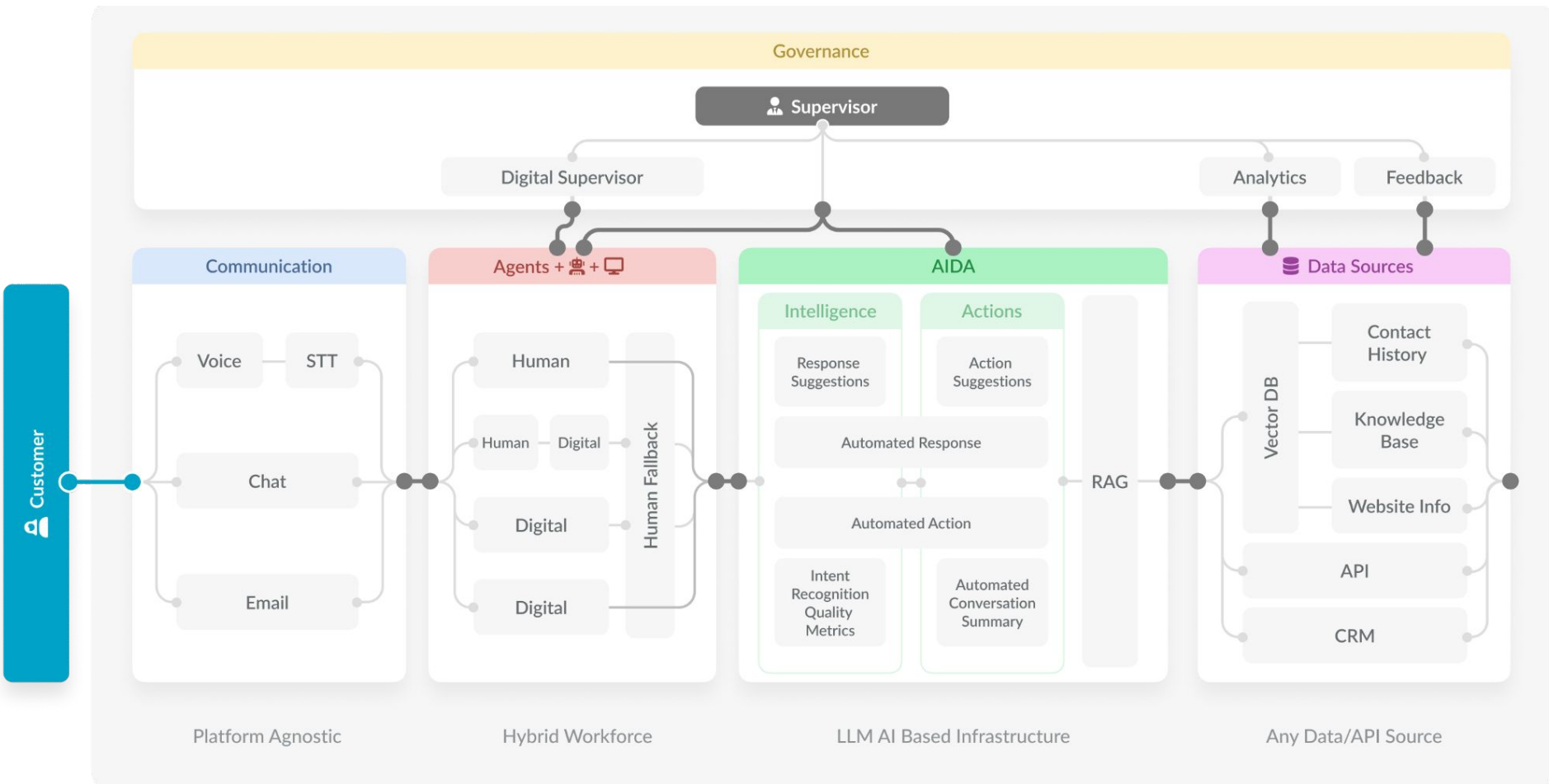Customer
Interaction

Data

Platform Agnostic

GENESYS

NICE inContact

QuandaGo
Cloud Contact Center

AVAYA

Microsoft Teams

Customer Experience Evolution

Automate Interactions

Process automation and multi-channel bots deliver fully automated agent experiences for 60-80% of interactions.

Understand Customer

Conversational analytics understands intent across channels and determines the next best action – in real-time.

Automated Agents

Analytics, generative AI and process automation together handle over 95% of all contact center interactions.

FUTURE

Assist Agents

Generative AI optimizes live agents with real-time assist, auto- generated summaries, next steps – and coaching and improvement.´

How does it work?

How We Do It

Intent Recognition

Intelligent real time and push button comprehension the customer's contact reason

- **Voice & Text**
- **Speech Recognition**
- **Natural Language**
- **Sentiment Analysis**
- **PII Masking**
- **Discovery**
- **Intent classification**
- **Suggested Annotations**

Transcript

Agent
Good afternoon, this is Peter from XZY Internet, how may I help you?

Anna Price
Good Afternoon, this is Anna. I am going to move in with my boyfriend, so I wanted to change my address.

I tried to do this in the wenb self service portal, but forgot my password.

Agent
That is annoying, let's fix that together. Have you tried to renew your password?

Anna Price
Yes, but the link that I got is not valid.

Agent
Let me send you a new one and see if that works.

Do you have your customer ID at hand?

Anna Price
Yes, it's 12345

Intent Recognition

- Address change
- Self service / channel
- Forgot pwd link broken

Agent Performance

- Friendly & branded opening
- Cross sell opportunity
- Empathy
- No question-check
- Verification Question

Improve NPS and Efficient Resource Allocation

Quantified Quality Management

🔧 Automatically analyze 100% of the interactions your agents have been involved in

- **Voice & Text**

- **100% of your interactions**

- **Individual conversation performance insight**

- **Input for personalized agent coaching & training**
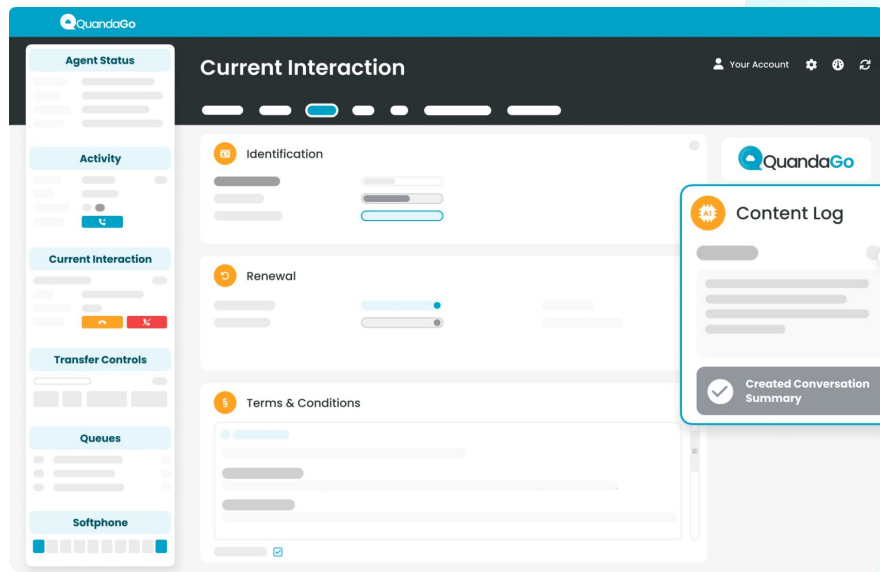
- **Improving agent allocation**
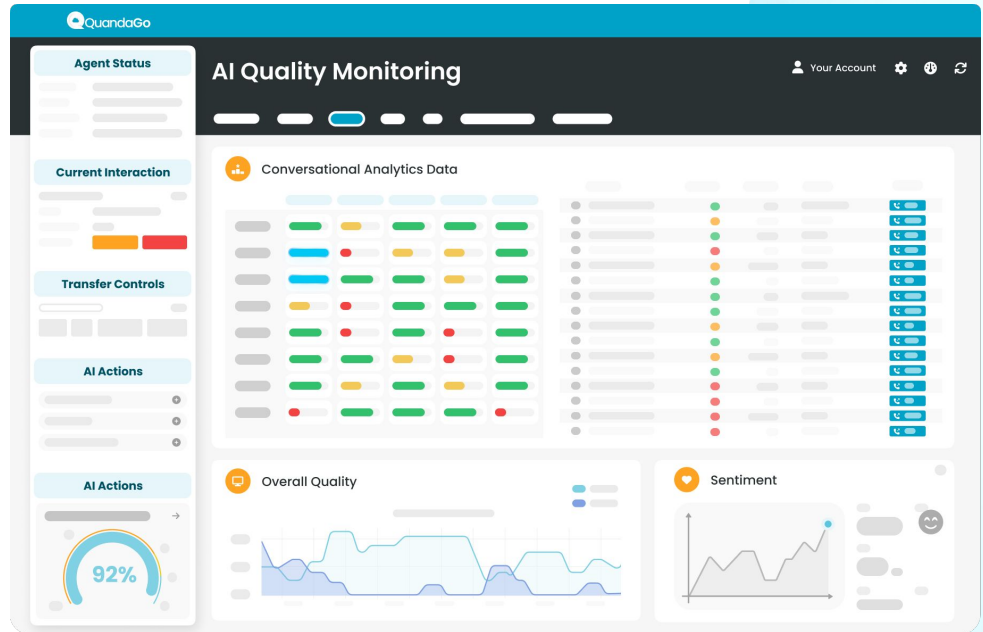
Elevate individual agent performance with less supervisor burden

Automated Conversation Summary

🔧 Automatic summarization and logging of conversations and actions

- **Autonomously summarize interactions**
- **Capture action items**
- **Automate call logging**
- **System agnostic**
- **Saves time**
- **More accurate**

Accurately summarize automatically to save Agent's time and effort

Suggested Answer

Proactively support the agent with inflight suggestions for the conversation

- **Assists your agents proactively**

- **Next best answer suggested to drive quality and CX**

- **Based on your own knowledge base**

- **Reduce agent on boarding time as well**
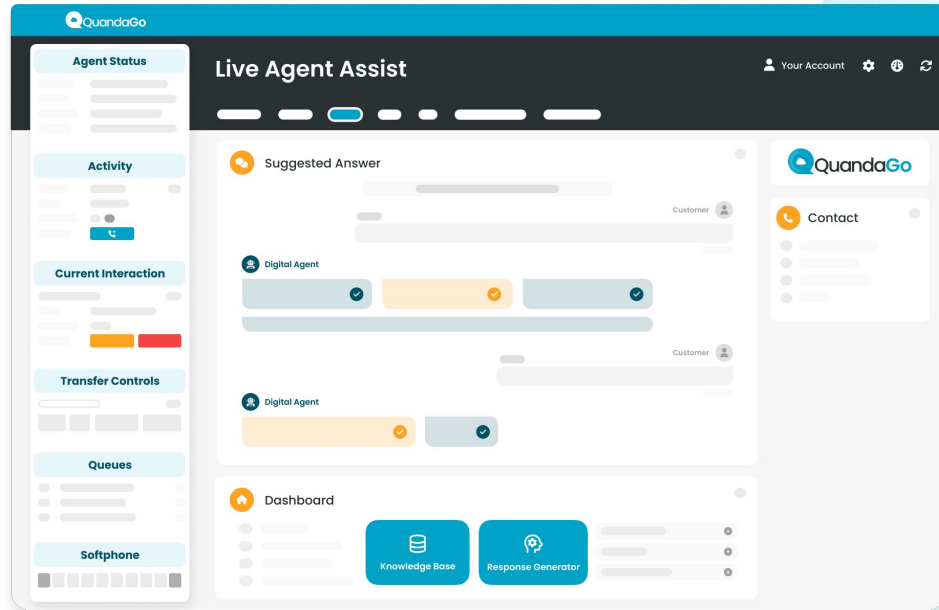
Suggest the best responses you want to offer, instantly and proactively

Supervisor for Human Agents

🔧 Automatic monitoring, analysis and support of human agent conversations

- **Voice & Text**

- **Monitoring**

- **100% of your contacts, in flight**

- **Individual performance support**

- **Input for personalized agent coaching & training**

- **Improving agent allocation**

- **Monitor real-time (IR) and post call**
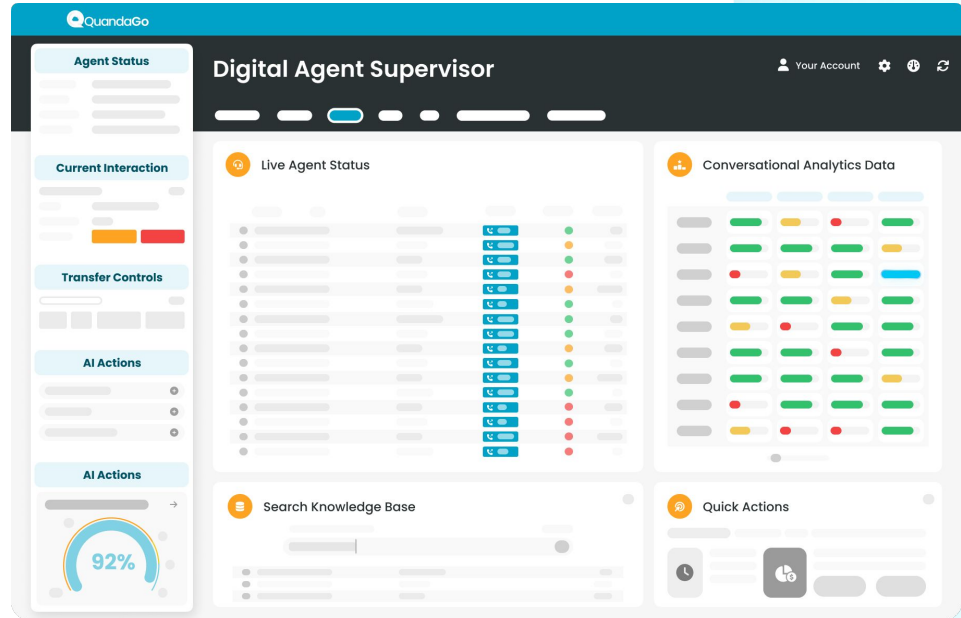
Support agents actively in efficiently making clients happy

Supervisor for Virtual Agents

Automatic monitoring, analysis and support of virtual agent conversations

- **Voice & Text**
- **Monitoring**
- **100% of your contacts, in flight**
- **Chatbot performance insight**
- **Virtual agent training guidance**
- **Improving agent roadmap**
- **Monitor real-time (IR) and post call**
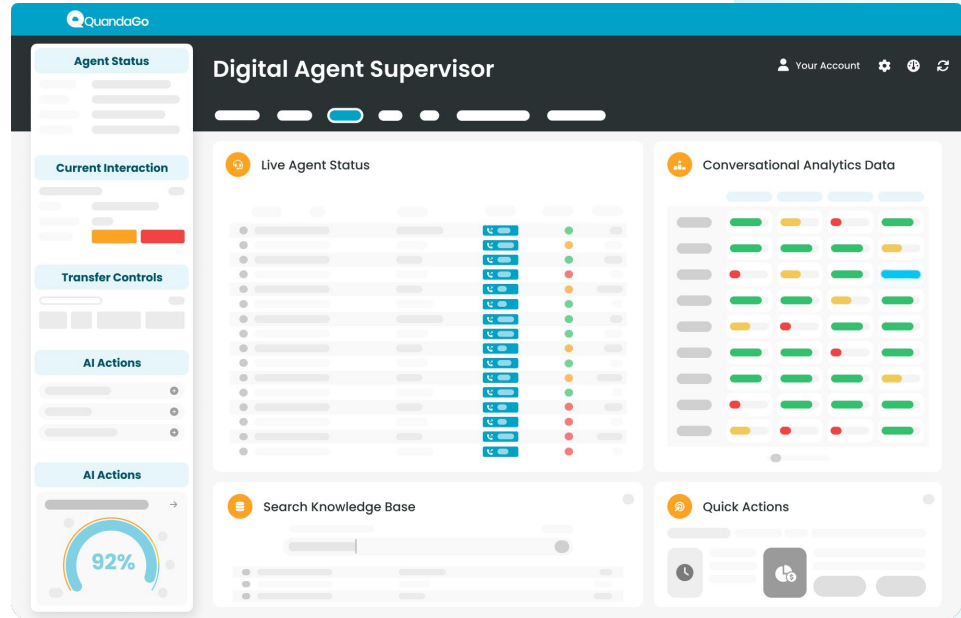
Support digital agents actively in efficiently making clients happy, monitor and improve chatbot quality

Full Agent Assist

🔧 Instantly unlocking proactive intelligence to your agent during conversations

- **Assists your agents on the specific interactions they are engaged in**

- **Contextual and empathic relevant responses and actions**

- **Based on your company's own knowledge (base)**

- **Reduces agent training requirement, onboarding time and agent attrition cost**

- **Achieve full agent assist gradually and beyond 'just' assistance**
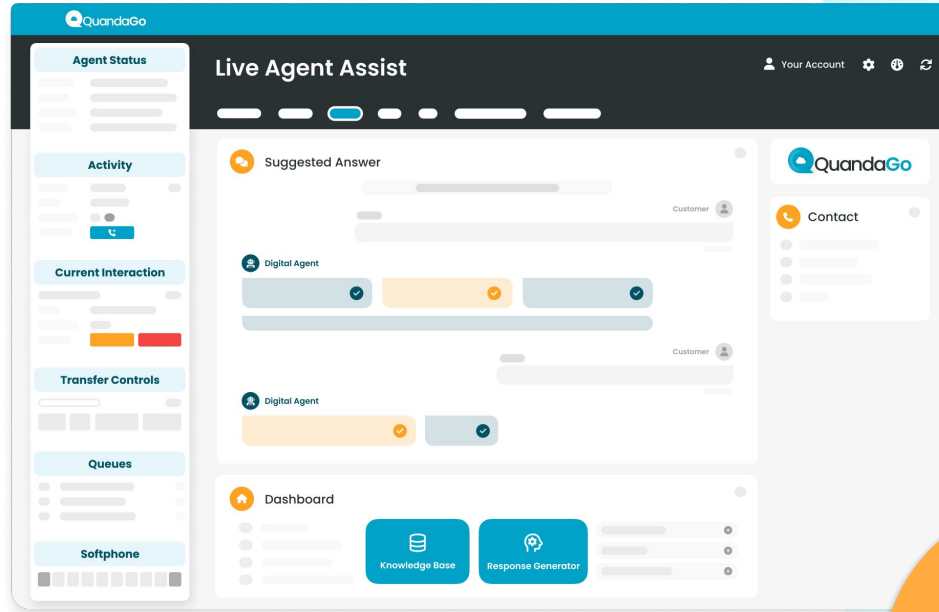
30% less time to respond to customers

Increase empathic assistance by agents, help customers faster and first time right

How to implement?

Apply findings in the business

Initial configuration

- Setup QM and IR
- Connect Knowledge base
- Connect other data sources
- Optionally supported by Quandago

Gather insights

Use AiDA in the field

Ai DA

Optimize AiDA model & configuration to client

Monitor AiDA
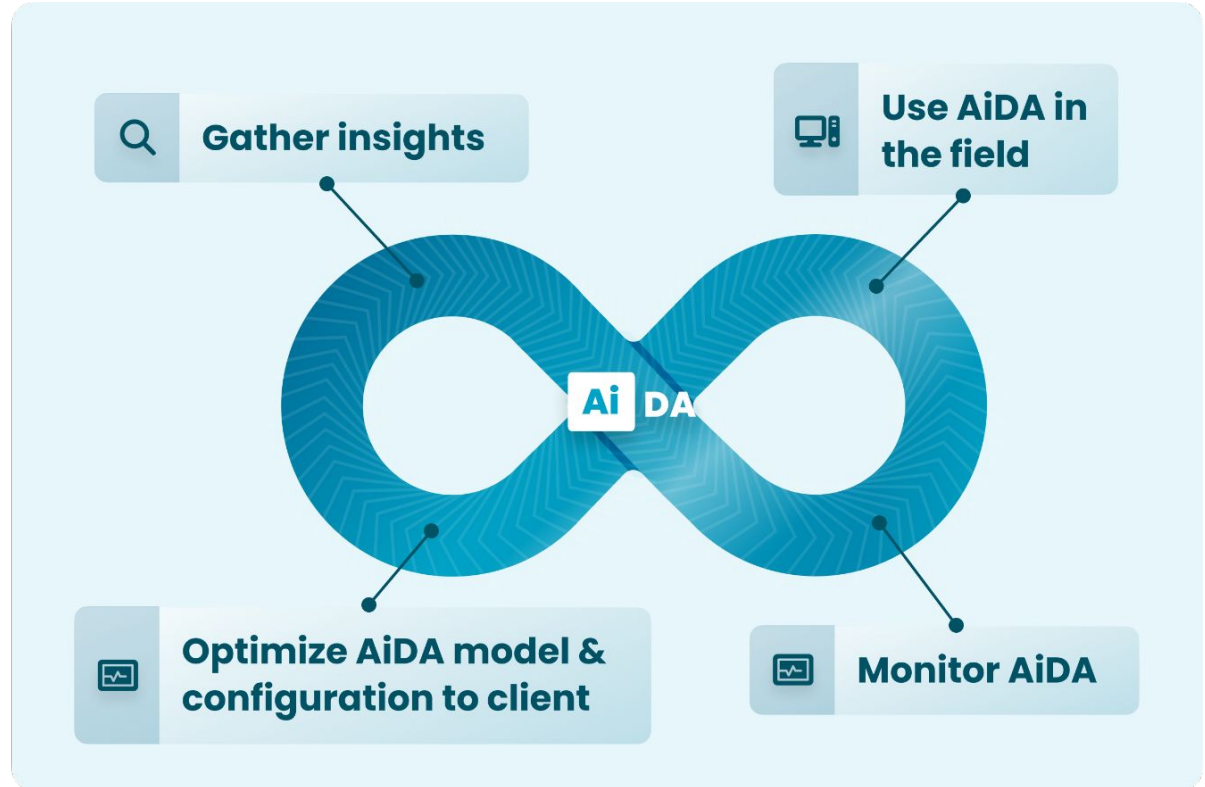
What can it do?

See AiDA in action »
click here!

Usecases

QuandaGo

Agent Assist

Your Account

Interaction

Customer

Goedemorgen,

Graag zou ik een verhuizing willen doorgeven van mijn oude naar nieuwe woning. Kan ik mijn contract 1 op 1 verhuizen of ga ik dan een nieuw contract aan?

Met vriendelijke groet,
Mike van Korven

Agent

Response Generator

Send

Suggested Answer

Geachte heer Van Korven,

Bedankt voor uw bericht over uw verhuizing. U kunt inderdaad uw huidige contract meenemen naar uw nieuwe woning. Dit is zelfs aan te raden om uw voordelen te behouden.

Om uw verhuizing te verwerken, hebben we de volgende gegevens nodig:

- Het adres van uw nieuwe woning

- De datum van sleuteloverdracht voor beide woningen

- Meterstanden (indien geen slimme meter aanwezig)

Na ontvangst van deze informatie zetten we uw contract over. Houd er rekening mee dat u tijdelijk twee contracten kunt hebben totdat het contract voor uw oude woning is stopgezet. U betaalt dan voor beide adressen tot de sleuteloverdracht.

Geef uw verhuizing bij voorkeur twee weken voor de sleuteloverdracht door.

Heeft u nog vragen? Neem dan gerust contact met ons op.

Met vriendelijke groet,
AIDA

Accept

QuandaGo

Contact

Agent Status

Activity

Current Interaction

Transfer Controls

Queues

Softphone

Dashboard

Knowledge Base

# Large utility company (NL)

Problem

Agents spending a lot of time on answering emails to customers. AHT per email around 5-6 minutes. In addition, the content quality is often poor and experience-driven.

Solution

Best answer suggestion, helps to provide email answers in a quick way, the combination of AI and a filled knowledge base creates the perfect combination.

Result

- **Reducing AHT on email** from 6 min to 1 min
- More consistent answers
- Less repeat traffic on email
- **Less** agent training
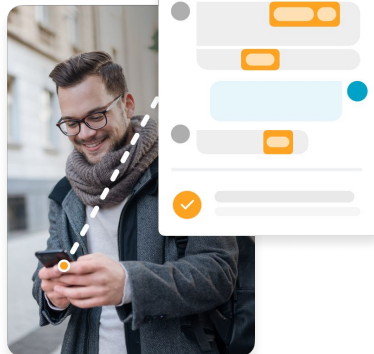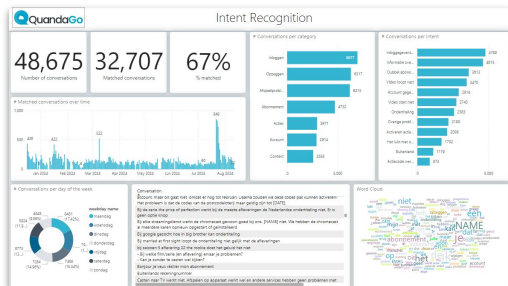
RTL Nederland - Videoland

It costs RTL a lot of time to get all data from different sources and systems to see what customer contact is actually about…

Intent Recognition, which automatically recognizes what the chat content is about based on predefined topics that were discovered during QuandaGo AIDA's Discovery.
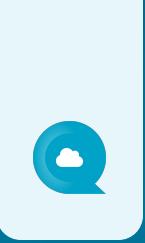
- **100% time saving** for customer intent lookup
- Identify **hot topics** in customer service
- **Continuous feedback** to improve products and services
- AIDA **user interface** to easily create and update intents
- **PowerBI dashboard** with various important but otherwise unused data
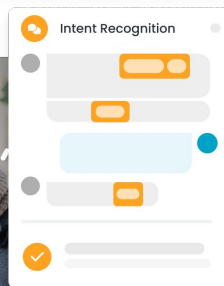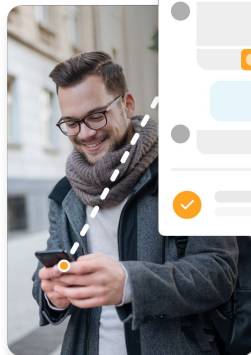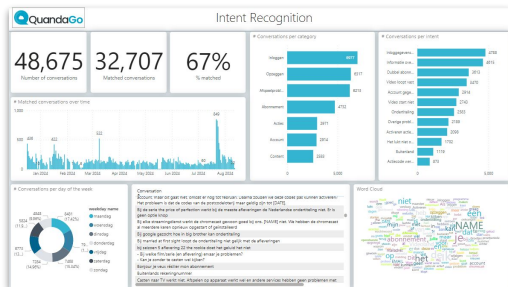
Take aways

Take aways

Automate what makes sense to automate: reduce cost & 24/7

Support agents so they all become experts while reducing AHT

Reduce agent training & agent onboarding time

Easy implementation & High degree of self-management

Works in combination with any infrastructure / No application lock-in

Pay per use

European Cloud native

AIDA Discovery

Contents

- ✔ Data input *
- ✔ Discovery analysis
- ✔ Output *
- ✔ Output Discussion

- ✔ Under NDA
- ✔ Identification of top
  - Quality Findings
  - Real Customer Intent
  - Hot topics

Details

Client Effort:
Provide Data

Lead Time:
2-3 Days

Price

2.500 €   or   **Completely Free**   **0 €**

QuandaGo

💵 **Get your AIDA value evidence for FREE**

This Discovery is free of charge when you are committed to acquire AiDA upon positive Discovery results.

* Assumed data structuring in accordance with QuandaGo (API) standards

Thank You!

AI & Automation on Any Contact Center

Phone

+31 73 62 34 097

Email

hello@quandago.com

Website

www.quandago.com