



Conversational AI

Conversational AI is a combination of technologies enabling the modern computers to understand, compute, and respond to the human voice or manual text inputs in a natural way; resulting in automated communication & conversations to create seamless personalized customer experiences at scale.

COVID-19's unprecedented spread has placed immense pressure on organizations. The need for information from the users has caused a huge spike in calls, which has dramatically increased the burden on contact centers across all sectors. However, in any situation, the organizations ensure that they are managing customer conversations effectively: delivering timely, accurate, and personalized information at scale.

Tech Mahindra's **Conversational AI** powered self-service options will enable the end users to get their requests served without being affected by COVID19 situation. Conversational AI customer self-service would be an Industry/Domain agnostic solution for the contact centre of any business function.

What is the problem or opportunity

1. Increasing demand of Self Service
2. Increasing Average Handling Time of Request.
3. Increasing demand of 24X7 customer care services
4. Deliver Superlative customer experience

Business Challenges

- Increasing cost of customer support operation.
- Challenges in immediate scalability to meet the customer requests.
- High Attrition of customer support team and High training cost
- To maintain consistency and accuracy of information shared with customers.

The Solution

Conversational AI powered self-service solution acts as first point of contact for the customers resulting in prompt support, which is intuitive and delivers trustworthy information around the clock.

Conversational AI solution can be positioned as Customer Self-Service Assistant, Employee Self-Service Assistant and Agent Assistant.

Business Benefits

Provide superlative customer experience through personalized support

Available 24x7

Customer support operational cost optimization

Quick turnaround time

Faster on boarding of use case from new business function

Immediate scalability to meet spike in customer request.

How do we address this problem

By offering 24x7 customer self-serve solutions, the organizations ensure that they are managing customer conversations effectively, timely, and accurately.

Differentiator (TechM's edge)

Business Aspect	Technical Aspect
<ul style="list-style-type: none"> Platform Agnostic approach with rich partner ecosystem Multi-lingual support - Almost all major global languages Strong domain expertise. Multi-channel deployment such as web, mobile, social channels etc. Composite bots for large-scale development Faster to Market (implementation can be done in as quick as 5-7 weeks) Goal-oriented conversation flows. Easy to be configured by Business with less technical support 	<ul style="list-style-type: none"> Integrated Development Environment (IDE) for Conversation Design and A rich toolset/designer to deliver superior user experience Technically strong Conversational AI implementation team Enterprise-grade NLP (Natural Language Processing) training. Enterprise security and access controls Configurable APIs to integrate with various back end systems including CRM or HRM or IT helpdesk solutions

<p>WHY TECH MAHINDRA</p>	<p>Artificial Intelligence Technology Expert</p> <p>Experts in AI (NL + ML + DL) – Avaamo, Watson, Google NL, Luis, Avaamo, Creative Virtual, Entellio</p>	<p>+</p> <p>Digital Transformation Partner</p> <p>Return on Investment (ROI) focused Digital roadmap drivers. Best in Class and Best in Cost</p>	<p>+</p> <p>Business Enabler on CX / UX</p> <p>Customer Centric Value Enablers</p>
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Case Study

- Cognitive Virtual Agent with Conversational Interface provides 24*7 support with Quick turnaround time and higher user satisfaction. It gives a personalized self-service and smart chatbot responses.
- UVO – HR personal assistant for internal employees leveraging AI and ML capabilities to understand and serve user requests. Reduced resource requirements and improves user satisfaction.
- TiBOT - Virtual Agent for IT Service Management, Language Understanding Intelligent Services (LUIS) brings the power of Machine Learning and NLP to TiBOT

TiBOT vs Manual time savings

50%

Unlock your LAN ID / Account

67%

Password Expiry Date

43%

Book an Audio/WebEx Bridge

83%

TiM Service Request Status (HUB-BMC)

67%

List Audio Conference Meeting

50%

Cancel Audio Conference Meeting

- Eyewear Assistant - A virtual assistant designed to communicate with users by utilizing artificial intelligence and machine learning techniques to resolve customer order queries and help with product FAQs. It provides a good order tracking supporting system.
- Amazon Alexa Intelligent Personal Assistant for a US P&C Insurer is a public skill on Alexa AWS Platform to provide facts and product information about the insurance company driven by voice interactions.

About Tech Mahindra

Tech Mahindra represents the connected world, offering innovative and customer-centric information technology experiences, enabling Enterprises, Associates and the Society to Rise™. We are a USD 4.2 billion company with 117,000+ professionals across 90 countries, helping over 837 global customers including Fortune 500 companies. Our convergent, digital, design experiences, innovation platforms and reusable assets connect across a number of technologies to deliver tangible business value and experiences to our stakeholders. Tech Mahindra is amongst the Fab 50 companies in Asia. (Forbes 2016 list).

We are part of the USD 17.8 billion Mahindra Group that employs more than 200,000 people in over 100 countries. The Group operates in the key industries that drive economic growth, enjoying a leadership position in tractors, utility vehicles, after-market, information technology and vacation ownership.

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