

Meet m.ai.a - Intelligent Service Desk

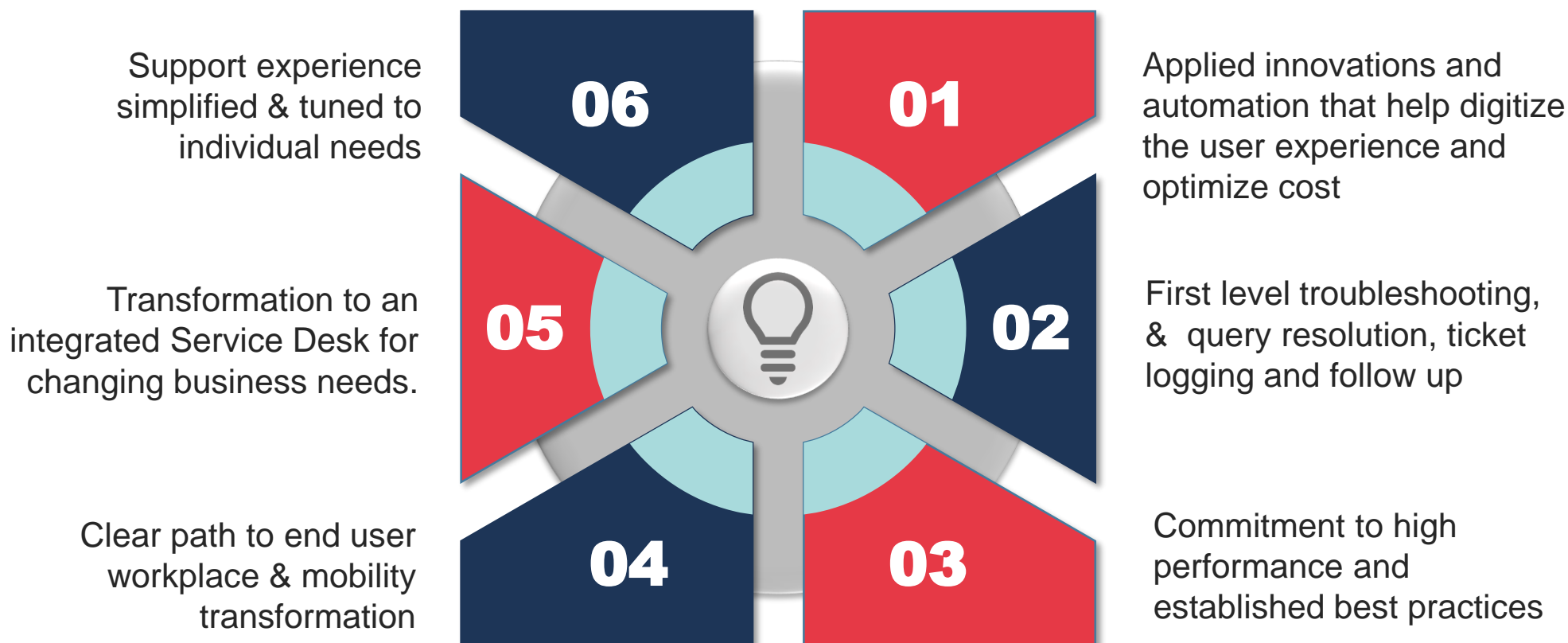
In any organization, a service desk is the single point of contact between customers, employees and partners. A digitally equipped service desk focuses on improved and advanced technology to streamline processes & empower the organization to be

- Agile
- Provide Swift Resolution
- Improved CX
- Gain Competitive Advantage
- Cost Effective
- Lesser Business Impact

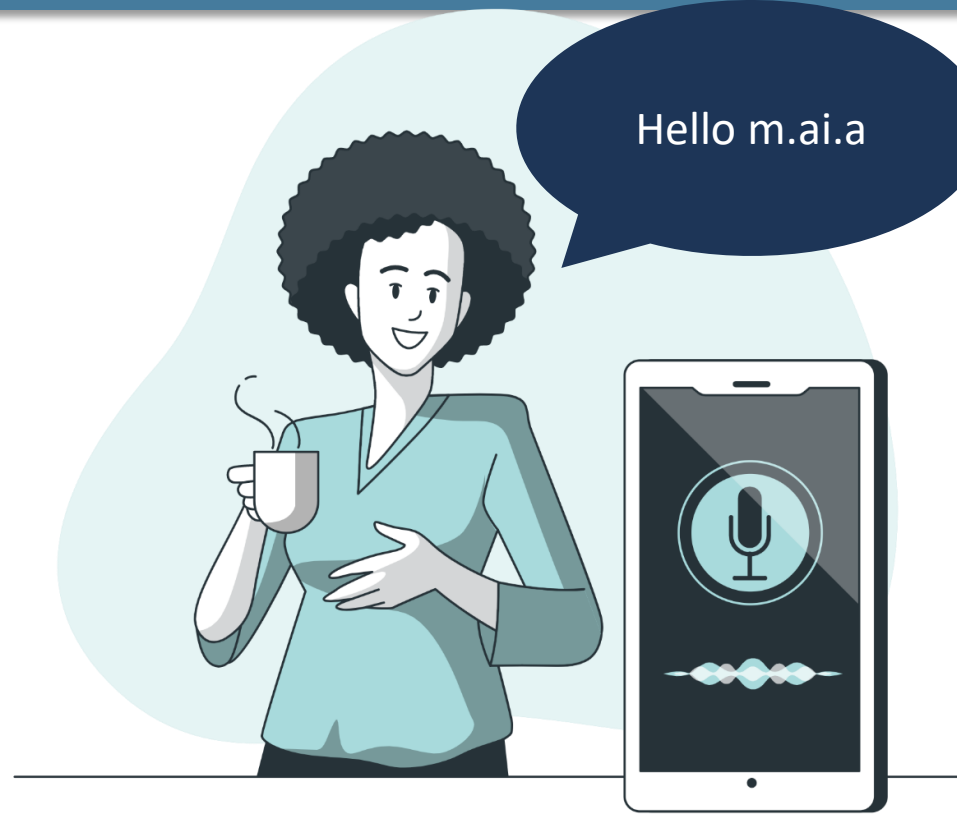
m.ai.a adds to the support ecosystem of the service desk by highly improving productivity and quick resolve of issues making it a **NX Gen Desk**.



Challenges in Service Desk

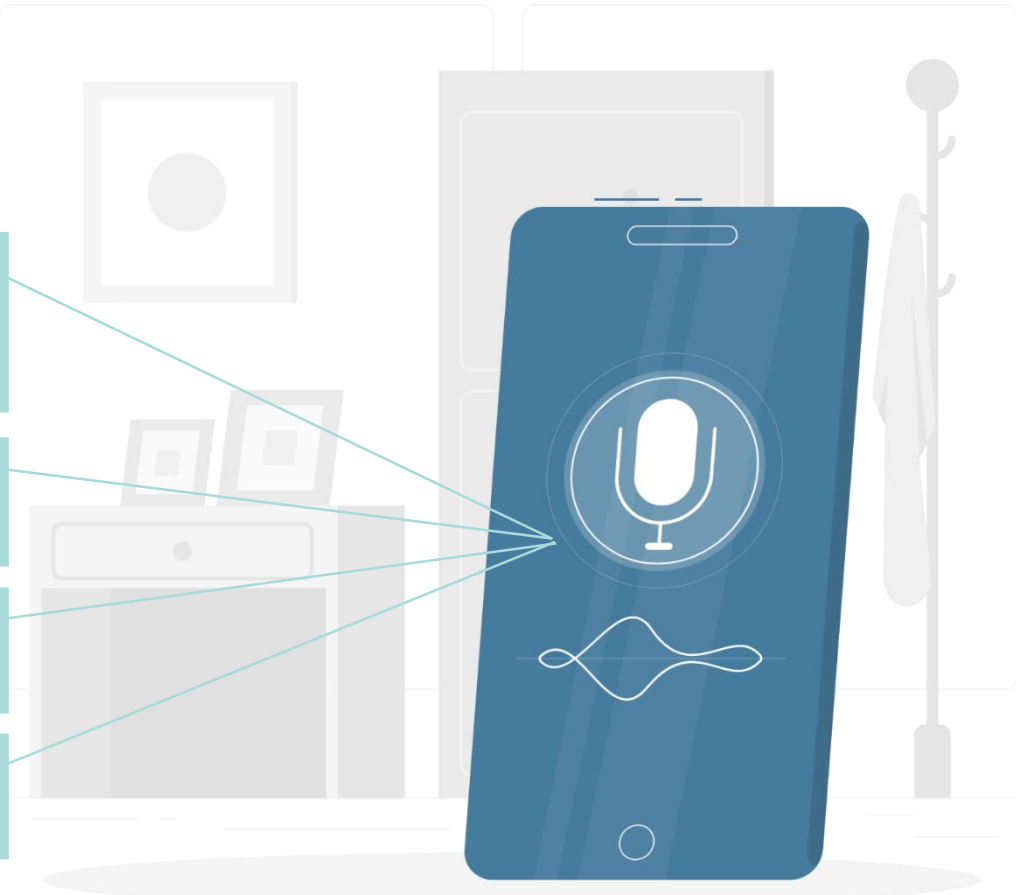


Who is m.ai.a & What Can m.ai.a Do?

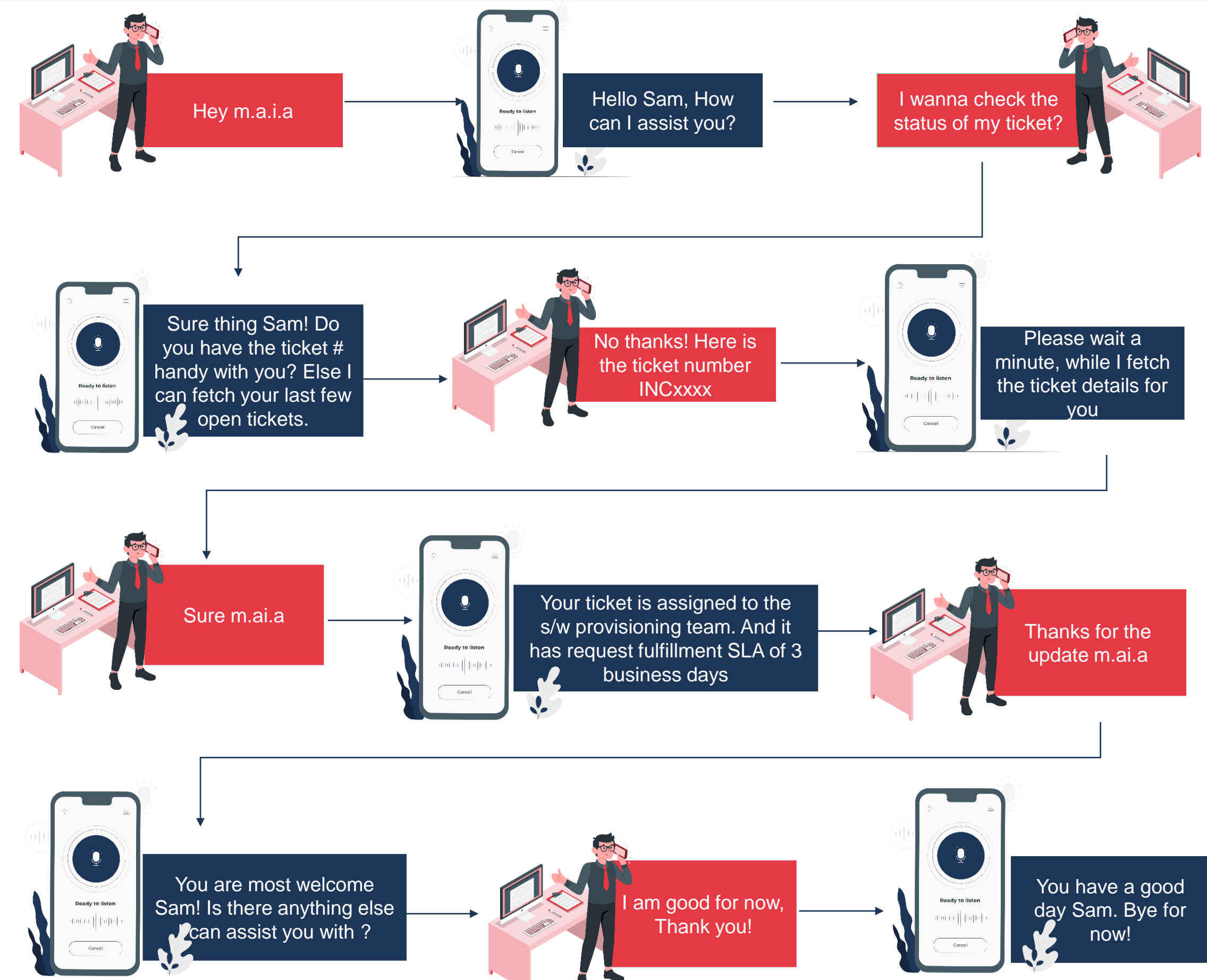


Introducing m.ai.a a Tech Mahindra's **cognitive human-like voice assistant** that harnesses the power of **Artificial Intelligence and Natural Language Processing** to solve simple to complex customer queries providing a frictionless & seamless experience to consumers. m.ai.a **digitally augments customer support center** and greatly improves support efficiency.

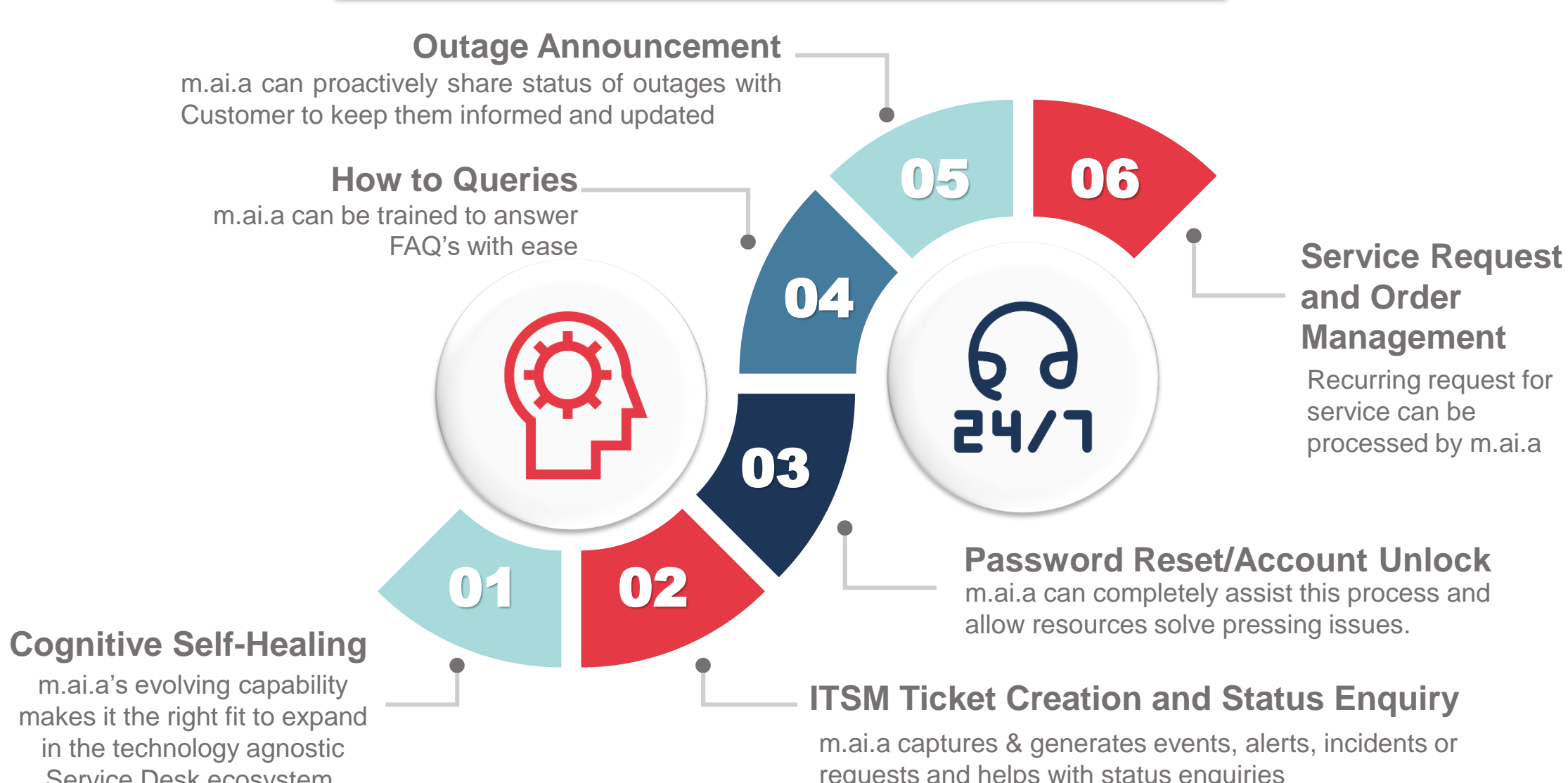
- m.ai.a offers seamless voice interaction to reduce and manage high volume of user requests and increased user experience.
- m.ai.a's integrates with telephony & smart devices for easy implementation across channels
- m.ai.a easily adapts to customer journey of the organization
- m.ai.a promotes efficiency and cost-effectiveness



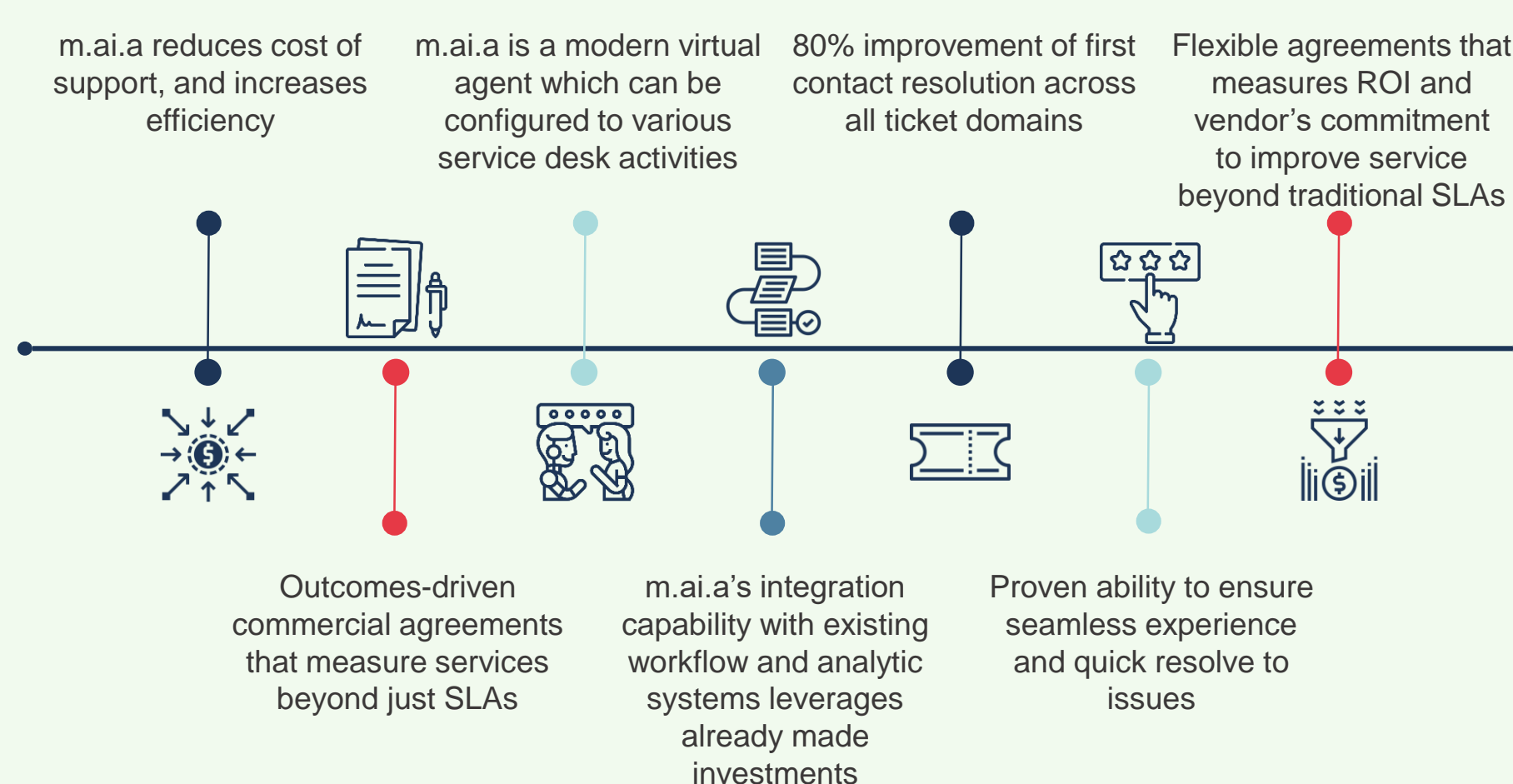
A Simple Status Enquiry Conversation of m.ai.a



m.ai.a Can Also Address



Why m.ai.a



The effect of the pandemic is felt around the world and industries are struggling to stay afloat while providing the best to their customers. It is a common monologue that '**crisis brings opportunities and innovation**' which can help them stay relevant in the competitive market.

While contactless approach and exclusively Digital in driving the industries towards the new normal era, it is the right time for organizations to re-evaluate their approach for an agile and frictionless experience for their customer in the future.

m.ai.a's reliability and flexibility to adapt to these changes and establish re-evaluated successful process frameworks, makes it the right fit for companies to implement now.

Connect with us and turn your Service Desk challenges into Business opportunities