

Conversational [X]

The Era of Voice Enabled Technology Interfaces Driving Business

Next generation customer experience, powered by chatbots and intelligent assistants

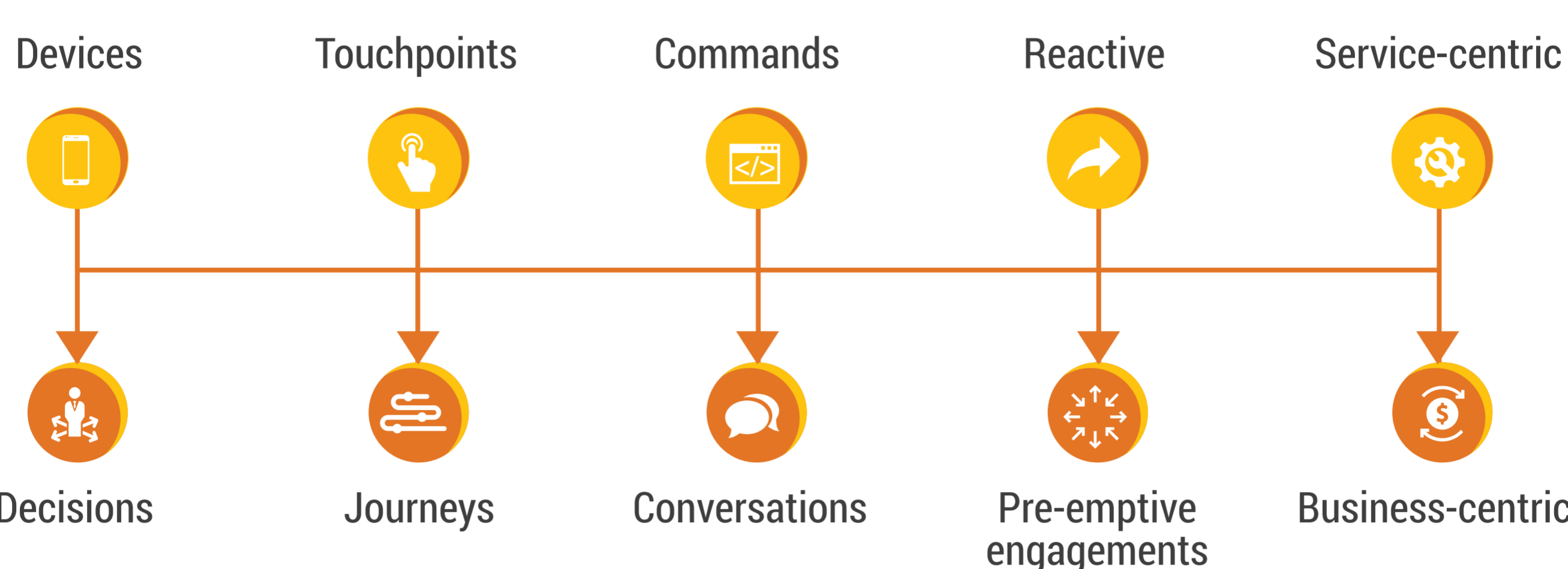
We are moving towards a conversational economy where a few spoken words to a machine can accomplish a business transaction. Machine intelligence will drive customer interactions and experiences. New age technologies like AI, automation and NLP will enable conversational [X] – technology that allows you to interact with machines and enables you to accomplish tasks of any nature.



Conversational [X] New Face of Customer Engagements

Speak what you want

anytime ... anywhere, and you will get an instant personalized solution



Gartner

30%

of our interactions with technology will be through "conversations" by 2018

75%

of online transactions will integrate virtual customer assistants (VCA) by 2020

55%

of revenue will be generated from non-human agent services by 2021

2019

Virtual personal assistants will become universally accepted as part of everyday life

The Rise of Intelligent Assistants

65%

US smartphone owners

already use voice assistants on their phone

- Statista

Popular speech-based assistants like Amazon Alexa, Google Home, Siri and Cortana are the new mediums for interactive conversations. These interactions are driven by voice, which serves as a fuel for AI and automation to lend context to the whole conversation.



Gartner

70%

reduction of call and email inquiries by implementing VCAs

33%

savings per voice engagement

Conversational [X]: What could [X] be?

Conversational Customer Experience

Conversational Support

Conversational Commerce

Conversational Marketing

Any business that aspires to stay in the game would need to seamlessly adapt and experiment with collaborative technologies and process tools to create contextual and highly personalized experiences for its customers.

Let's face it:

Conversational [X] is the new normal

CSS Corp's Solution to Enable Conversational [X]

CSS Corp has built Yodaa, an AI platform where human and machine intelligence converge to provide a sophisticated, automated solution. It is personalized and context-driven with a human-like interaction, driven by a conversational user interface.

Humanizes customer interactions

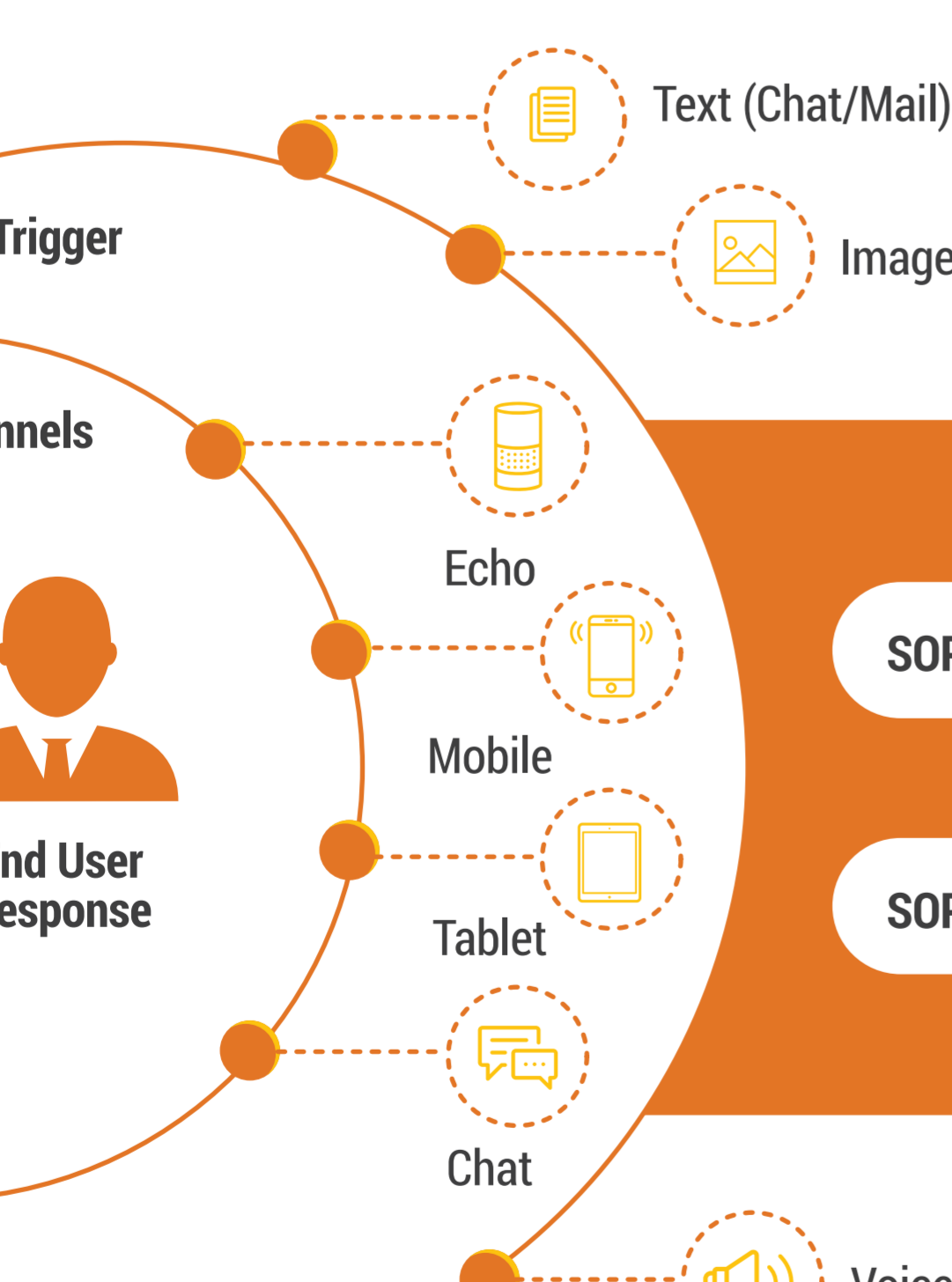
Enables deep learning mechanisms

A feedback module that uses neural networks to learn from previous conversations

Predicts customer behavior and anticipates failures

An Natural-language Understanding (NLU) engine that recognizes the user's intent

Provides highly scalable, secure and customer centric engagement model



Solution Framework

Natural Language Processing

SOP | Knowledge Base (KB) General Purpose IKEA

Page Ranking Algorithm

SOP | Knowledge Base (KB) General Purpose IKEA

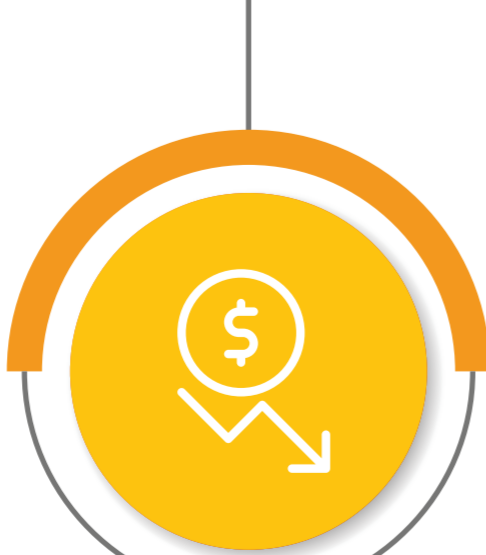
Third Party Services | Open APIs Database



Benefits of YODAA



Increases customer experience by 25%



Reduces cost considerably by 50%



Minimizes call, email and chat interactions by 50%



Improves agent productivity at support centers by 30%



Interoperability with Amazon Echo and other such devices enriches customer experience

To know more

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