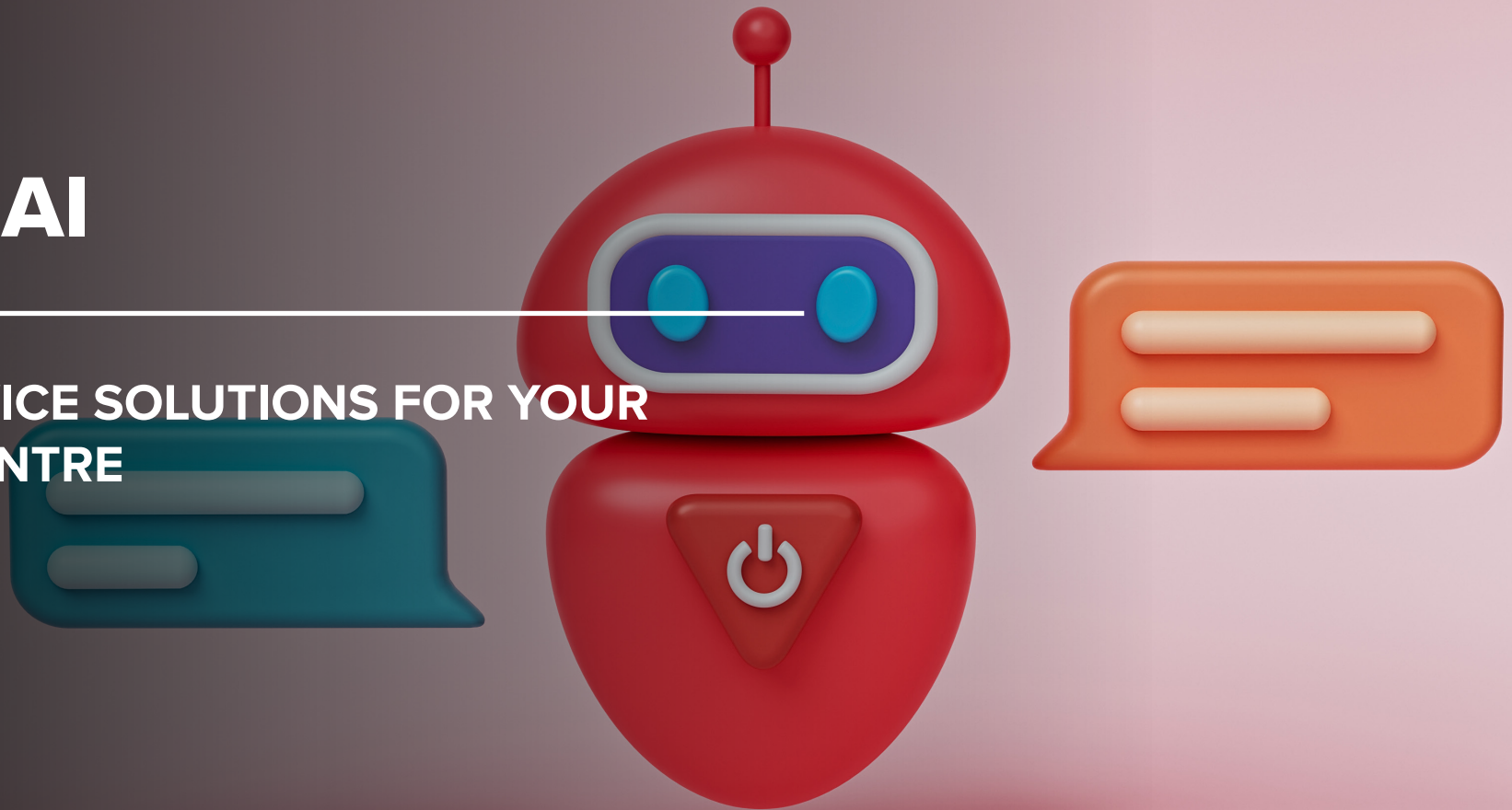




CLOUD AI

AI SELF-SERVICE SOLUTIONS FOR YOUR
CONTACT CENTRE



INJECT AI INTO YOUR CONTACT CENTRE

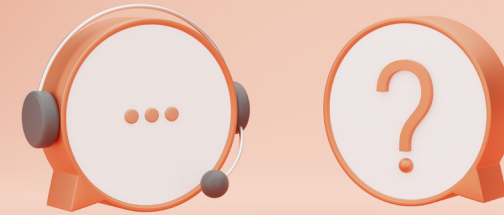
Artificial intelligence is rapidly proving itself as a powerful companion to human resources in diverse industries.

Contact Centres are no different.

AI can accelerate call handling, resolve queries, improve security, enhance the customer experience, simplify workflows and create a more sustainable and satisfying work environment for your agents.

Until now, deploying AI-powered Contact Centre solutions typically involved lengthy integration projects or wholesale changes to the Contact Centre platform.

Cloud AI from IPI is a new way to empower your agents and delight your customers with advanced technology, in a package that can be integrated with your existing Contact Centre solutions.



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The Application Portfolio

Cloud AI is a new SaaS package of our modular self-service applications – offering rapid integration with any Contact Centre environment.

- Usage-based pricing
- Select the apps that you need
- Easy integration with your existing platform

Send Me

Gives your customers option to use digital channels while in queue.

By giving your customers alternative options, you can improve their experience while reducing demand on your Contact Centre. Your customers get faster responses, and your agents face fewer repetitive queries.

ID ME

Bring voice biometrics to your Contact Centre.

Accelerate the customer experience, eliminate monotonous agent interactions, and improve security with speech recognition and voice biometrics. Our AI-infused solution is impervious to social engineering techniques, making it a robust approach to ID&V.

Q4 Me


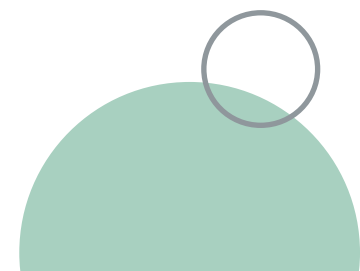

Our patented customer call-back multi-channel solution.

Call-back solutions are immensely popular with customers because they enable them to get the in-person response they want, whether that's a voice or web contact, without having to waste time waiting. Reducing customer frustration can also improve the agent experience.

Chatbot

Conversational AI for voice and chat.

Fast, smart, accurate. Today's chatbots answer the needs of consumers who want a rapid, detailed response, using the channel that they prefer. Our chatbots learn from every interaction and get smarter every day. Across voice, chat, mobile apps or smart devices, our chatbots are available to serve your customers 24 hours a day.

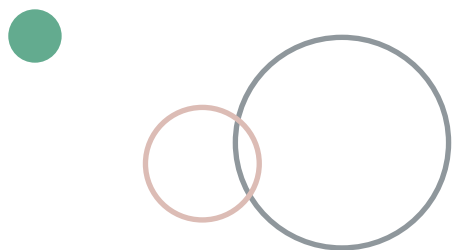


INTENT CAPTURE

The next generation technology embedded into the heart of IPI Cloud AI enables organisations to inject capabilities to their contact processes that were previously unobtainable and never before thought possible. IPI's passion for innovation has led us to develop a suite of applications that can be accessed through various user interfaces, whether that is a traditional DTMF (Dual-Tone Multi-Frequency), prompted speech capture or by IPI's intelligent open-call steering application.

With native integrations to the rest of the IPI Cloud AI suite of applications, IPI's open call steering capabilities allow organisations to completely redefine their contact strategy and user experience. IPI Cloud AI provides a fully configurable and flexible platform with native integrations between applications within the IPI Cloud AI suite.

By utilising the inbuilt artificial intelligence, callers are now able to state the reason for their call and IPI Cloud AI does the rest; whether that's routing to the best skilled team for the query or handling the call autonomously to resolve the customer enquiry quickly, accurately, and without the need to impart additional strain on the Contact Centre.



AI THAT LISTENS TO YOUR CUSTOMERS

IPI Cloud AI harnesses the power of the leading global cloud vendors with core integrations into Google Dialogflow CX, Amazon Lex, Nuance Mix and Microsoft Cognitive Services.

These natural language understanding platforms make it easy to design and integrate a conversational user interface into mobile apps, web applications, devices, bots and IVRs.

The same interfaces which power public facing devices in hundreds of millions of homes can now deliver hugely flexible self-service for the Contact Centre.

From Open Call Steering, capturing customer intent in order to route to the right team or process to a full quote to buy journey, IPI's team of expert consultants can review, analyse and build a VCA to transform how you interact with your customers.



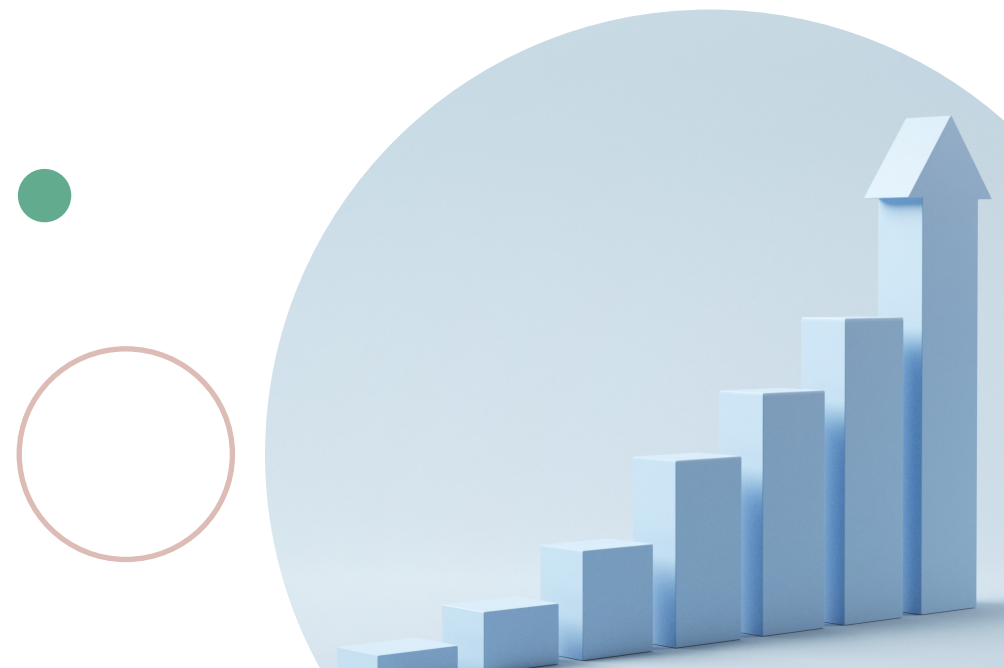
CLOUD AI ADVANTAGES

What can AI do for your Contact Centre?

The benefits of artificial intelligence are broad and varied, and will ultimately depend on the challenges you face now and the nature of your customer relationships.

- **Competitive advantage:** By cutting overheads, improving CX, and retaining more agents, you can gain a significant advantage over competitors who have yet to adopt AI in the Contact Centre.
- **Costs and efficiency:** Whether you divert calls away from the Contact Centre, accelerate processes, or automate routine transactions, AI can help you spend less time on low-value interactions.
- **Rapid deployment:** With our cloud-based SaaS model, you can implement these powerful tools without capital expenditure or a complex integration project.
- **Compatible with your platform:** Cloud AI sits on top of your existing Contact Centre platform, so you will not need to upgrade or migrate to experience the future of tech.

- **Customer experience:** The brilliance of these AI-enabled apps is that they deliver impressive customer experiences, while also reducing costs and improving outcomes for agents too.
- **Agent experience:** Reduce the volume of calls, eliminate repetitive tasks, de-stress the Contact Centre, and generally create a more rewarding world of work for your agents.
- **Security and compliance:** Software doesn't get tired. It can't be persuaded. It won't forget a step in a process. Cloud AI is an intelligent asset in your fight against fraud.



WHY IPI?

IPI is focused on creating intelligent Contact Centre solutions that deliver exceptional customer experiences.

Contact Centre technology is all we do. This narrow focus ensures that all of our engineers, architects and consultants understand the unique challenges of the Contact Centre environment.

Founded in 2001, we have more than 300 customers, and support more than four million transactions and 55,000 agents every day. From our heritage delivering and supporting traditional Contact Centres, through to new innovations in AI, Chatbots and Robotic Process Automation, we have been the trusted pioneer and evangelist of employee and customer experience for over 20 years.

We're rightly proud of our 98.7% customer retention rate.

Clients

Working with a diverse group of clients in multiple sectors ensures our knowledge of Contact Centre culture, processes and practices is always current.



DYNAMIC AND CONSISTENT

Contact our exceptional team

Every one of our applications is designed around your needs. Be it a notification system for when a call is close to collapse, a self-service function that increases security and reduces hassle or innovative analytics for informed change. We create packaged applications that are quick and easy to deploy, delivering immediate benefits to your business.

TAKE THE NEXT STEP



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