CONCENTRIX EMAIL BOT

Leveraging technology to improve efficiencies

Today's contact centers face many challenges— including rising costs, labor shortages, and the need to innovate to keep up with the market. You need to leverage technology to ensure efficiencies with both operations and costs. In addition, customers are demanding better engagement with faster and easier access to information. While email has remained a primary channel of communication for businesses since the 1990's, it still has many challenges that make this mode of communication less than ideal.

- Increased handling time
- Manual work allocation
- Low accuracy
- High turn arounds
- Limited reporting and insights
- Backlog volumes

The path to improved operations, better cost control, and improved customer satisfaction lies within intelligent automation technology and email bots.

The **Concentrix Email Bot** is an AI/machine learning (ML) powered solution that delivers human-like conversations through our proprietary natural language processing (NLP) and natural language understanding (NLU) technology. Email bots can be deployed through any channel or domain, are multilingual, and provide the context retention needed to truly understand customers' needs. In addition, email bots lower advisor effort on repetitive tasks to optimize your workforce, and are available 24/7.

CONCENTRIX EMAIL BOT
ENTERPRISE READY EMAIL AUTOMATION ENGINE

Customer Email

Multi-Intent Detection

PPI Masked/ Encrypted

Sentiment Analysis

Skilled Based Routing

Powerful Integrations

Advisor Reviews & "Send" or "Auto Responded"

ATTENDED & UNATTENDED BOTS

High Configurability

Template Customization

ROI / Outcome Focused

Quality Assurance

Capabilities

Intelligent Automation
Identify intent using AI/ML/NLP, with AI that can be trained incrementally to handle single and multiple intents.

Auto Response
Generate response automatically based on intent and its conditions (business rule), such as auto reply, auto reply with integration, multiple intents.

Auto Assignment
Includes rule-based configuration, advisor availability, skillset, and case reassignment configuration.

Categorization
Categorize emails based on intent and conditions (business rule). Includes option to update email category manually and system display the response as per the updated category.

Review Response
Review bot generated response, edit it if needed or send email as it is, change font, and add multiple attachments.

Sentiment Analysis
Identify whether a phrase is positive, negative, or neutral and generate response accordingly. Includes option to configure sentiment-wise statements.

Bot Training
Train bot in user friendly interface, with no coding or technical skill needed. Includes spelling and grammar check.

Role Based Access
Access specific features based on four pre-defined roles (advisor, AI tuner, supervisor, and administrator).

Reporting
Get real-time status of task assignments in an analytics dashboard.

Outcomes Possible with Concentrix Email Bot

87.8%
of automatable email volume handled

75%
intent identification accuracy

25-30%
reduction in average handle time

60-70%
reduction in advisor effort for repetitive queries

10-15%
reduction in unauthenticated customer email received

15-20%
FTE optimization expected

Why AI with Concentrix

We design, build, and run best-in-class contact center solutions to help you achieve optimal efficiencies and customer satisfaction.

Through our process discovery, we'll get to know your business and your needs. Based on that information, we **design** the right email bot that helps you achieve your strategic goals.

Our extensive asset library allows us to **build** use cases to accelerate transformative change. Through the process, we can rapidly test and deploy ideas with deep cognitive and automation capabilities. We bring people, process, and technology together to deliver value at scale.

Our team of experts ensures your solution stays **running** and is optimized for ongoing success.

CONNECT WITH US

CONCENTRIX™

Learn more about how Concentrix can help you transform your CX.

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www.concentrix.com/solutions/cloud-contact-center-transformation