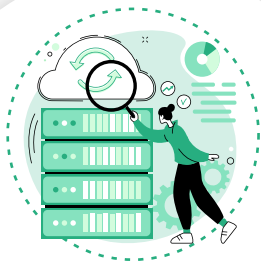


Quantiphi's Contact Center Transformation Practice helps modernize the client's contact center landscape to a scalable cloud-based IVR and reduce the contact efforts by assisting agents with timely knowledge articles, responses and customer data analysis. It also leverages AI/ML to provide custom insights around CSAT, customer sentiment or even agent performance.

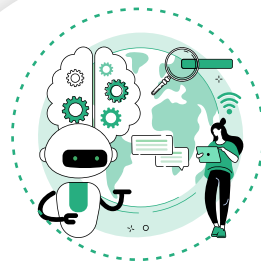
## Three Pillars of Contact Center Transformation



### Contact Center Setup

Create and integrate an omnichannel cloud based IVR, with PaYG pricing

- Design contact flows for a cloud based IVR
- Configures routing strategies and security profiles
- Integrate with Inbound telephony
- IVR with Menu & options
- Custom integrations with backend data / CRM
- Enterprise search & reporting functions triggered by it



### Conversational AI

Gives customers 24/7 access to immediate conversational self-service, with seamless handoffs to live agents

- Designs conversational flows for a custom chatbot (text / voice)
- Integrates to current applications
- Knowledge base development
- Live agent support
- CRM integrations



### Call Analytics and Agent Assist

Uses near real time analytics to track KPIs which helps contact center operators improve call outcomes

- Real-time Transcription
- Intent Identification
- Agent scoring
- Sentiment Analysis
- Reporting dashboards

## Tech Stack



Amazon Lex



Amazon Polly



Amazon Pinpoint



Amazon Comprehend



Amazon Connect



Amazon Transcribe



Amazon QuickSight