

AI-powered Contact Center Transformation



4,000+ Quantiphi Professionals

1000+ AWS Certified Professionals

AWS COMPETENCIES

- Machine Learning Competency
- Conversational AI Competency
- DevOps Competency
- Financial Services Competency
- Migration Competency
- Digital Customer Experience
- Data & Analytics Competency

Contact Center Transformation

Quantiphi's Contact Center Transformation Solutions help transform the client's customer experience and modernize the contact center landscape to a scalable cloud-based IVR and enable self-serve capabilities using virtual agents and reduce the contact efforts by empowering agents with real time insights, responses and customer data analysis.

Contact Center Transformation Solution Suite

IVR (AWS Connect) Migration

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

Virtual Agent

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

Call Analytics and Agent Assist

Uses natural language understanding to identify call drivers which helps contact center operators to understand customers better and identify major call drivers to improve call outcomes

Case Studies

Employee helpdesk using AI

- Developed a 24x7 available IVR voice and a chatbot solution for great employee experience
- Enable to analyze employee challenges across organization in a cost-efficient manner

Benefits

- 40% Reduction in Cost
- 24x7 Assistance & Insights
- Automation of Password Management

Call Center Intelligence

- Provided a real time call transcription and call summary solution for intents and topic categorization using NLP
- Improved consistency across operations and Reduced agent case interaction

Benefits

- Potential cost savings: >30%
- Classification accuracy of 97.8%
- 700+ documents processed in minutes

Student Mental health support contact center

- Quantiphi developed a contact center solution powered by Amazon Connect that enables 24x7 Counselor availability through SMS, call and a web chat, ready to be deployed across different districts in the US

Benefits

- Highly Scalable & Templated Solution
- Improved Student Experience
- 24*7 access to licensed Counselors

Technical Stack



Amazon Lex



Amazon Polly



Amazon Pinpoint



Amazon Comprehend



Amazon Connect



Amazon Transcribe



Amazon QuickSight



Reach out to

Jim Keller, AWS Global Leader
jim.keller@quantiphi.com