



Solution Sheet

Accelerated Customer Service with AI-Driven Case Deflection

Your customer support centre is at the heart of your business, working hard to address customer problems. With each interaction, it has the opportunity to enhance customer experience. But agents are often overwhelmed with a high volume of customer requests and confused customers, and unanswered customers can mean lost business.

Besides, the information needed to solve these requests such as knowledge articles, FAQs, and wikis are distributed across disparate, siloed application repositories such as Salesforce, Sharepoint, S3 and more. Agents end up spending tons of time trying to wade through all these various sources of information, meanwhile, the customer has to wait just as long for an answer — with customer satisfaction plunging lower each passing minute.

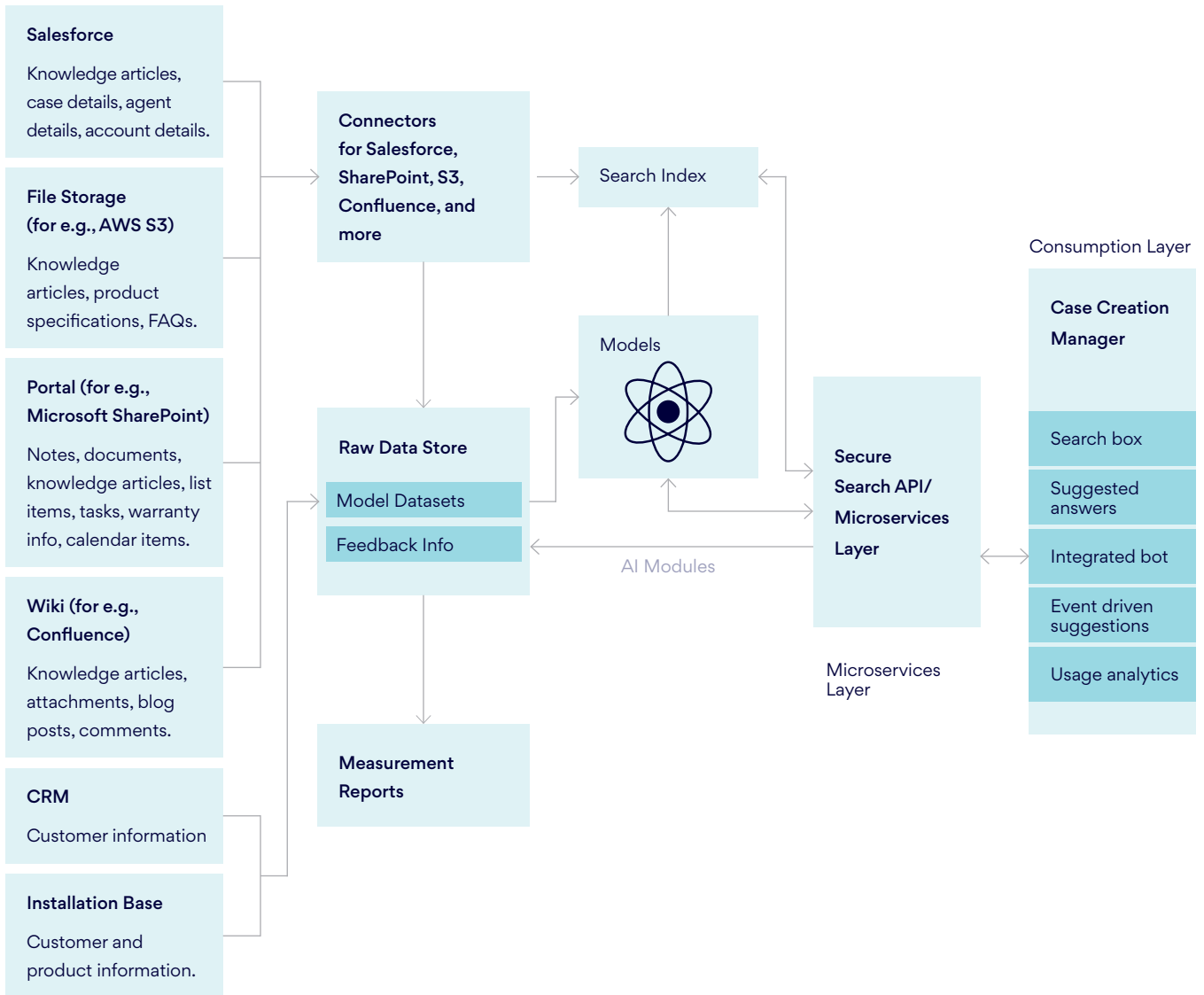
Persistent's AI-Driven Case Deflection Solution

Persistent's AI-driven case deflection solution helps you provide faster issue resolution and elevates customer satisfaction by letting customers quickly resolve issues immediately all by themselves. Using AI-driven cognitive search and connectors to extract information from repositories across Salesforce, SharePoint, S3, and Confluence, the solution provides relevant answers, articles and recommendations via an integrated bot. Customers merely need to enter a question or a phrase and the solution performs a search across multiple repositories to rapidly get the most relevant information to handle the customer issue.

The solution delivers deep usage analytics to help you understand customer sentiment and fill the gaps to increase the effectiveness of your case deflection process. Using machine learning, the solution continually improves search results and content relevancy to let you deliver personalized recommendations for an optimum self-service experience.

Persistent's AI-driven case deflection solution can help you tackle common, repetitive issues without involving your agents, freeing them up to focus more difficult customer requests and upselling.

How It Works



Enjoy high CSAT with rapid customer self-service.

[Request a Demo](#)

About Persistent

With 12,000+ employees around the world, Persistent Systems (BSE & NSE: PERSISTENT) is a global solutions leader delivering digital business acceleration, enterprise modernization, and next-generation product engineering across industries and geographies. By mobilizing data with a modern platform, Persistent's Data-Driven Business & Intelligence offerings give enterprises a continuous flow of insights to unlock growth.

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