



FIS

# CHANNELIZE

Our antidote to an “In Isolation” chatbot approach

# Channelize - Solution Overview

## Our Antidote to an “In Isolation” Chatbot approach

Channelize is an AI-based intelligent self-serve solution. Through a combination of *Natural Language Understanding* and *Smart Channeling*, the solution identifies the customer intent and routes it to the appropriate channel (self-service, chat bot, live chat, back-office RPA bot or click-to-call channel).

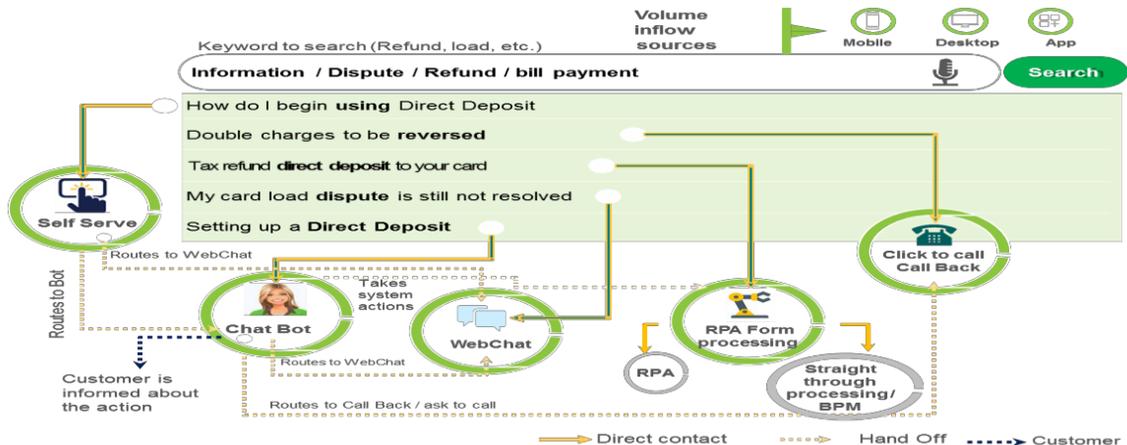
It transforms the search box into a guidance wizard, available to customer across all digital touch points.

## Overview of our solution

Our IP solution is created by applying design thinking principles to **plug the gaps** around leading chatbot platforms.

Based on the nature of query and intent, customers are guided to the relevant channel for effective resolution – using a combination of **intelligent FAQ, self-service, chat bot, live chat, back-office RPA bot or click-to-call channel.**

It allows to define the most appropriate escalated service options for each specific issue, giving the necessary control to establish an **effortless online digital experience** and enhance ‘Ease of Query Resolution.’



Telecom

Healthcare

Card Payments

# Channelize - Solution Components

- Multi-Channel Integration:** Our solution integrates with existing service programs. Enhanced with autocomplete and multi-language capabilities, advanced NLU and contextual-answers technology deliver the most relevant and context based information to the customers and internal users.
- Multiple NLP Engines:** Helps serve customers better by understanding what they want from the start. Natural language understanding interprets intent using unconstrained conversations, where customers can ask questions naturally. NLU focuses on interpreting the customer's intent to provide contextually relevant information.
- Conversational AI:** Conversational AI leverages chatbot technology to reach customers conveniently across channels and carry conversations. Bots have the intelligence to be more engaging with the context and content to make every conversation personalized. Your customers will experience immediate and relevant front-line self-service with conversational AI.
- Intent Classification:** Improves accuracy of responses and personalize experiences with consistent information across channels.
- BOT Analytics:** It learns from every interaction to identify customer pain points and areas where new resources or routing is required. Dashboard display the areas where action needs to be taken.
- Speech Recognition:** Our solution is extensively trained and modeled with general and chatbot-specific vocabulary using multiple written and spoken corpuses. Our engine exhibits a much lower average word error rate, ensuring consistent interactions with bots across channels and devices.

## Live Customer Analytics

The intelligent customer analytics solution captures customers' expectations, intentions, and interactions data to highlight the most pressing customer needs and create richer customer profiles.



When customers don't get a good outcome, a "red-tile" is activated on the dashboard, so you know where to take action

# Channelize - How it helps?

## Reduce Customer effort

With intent classification and routing, our solution serves customers better by effortlessly transferring context across channels, understanding, anticipating and acting on consumer intent, giving the necessary control to establish an effortless online digital experience and enhance 'Ease of Query Resolution.'

## Actionable Insights

With the powerful live analytics, machine learning capabilities and robust self-service solution, customers get the benefit of real-time in-journey assistance, and businesses gain the right insights to continuously optimize their content and customer service processes.

## Contact Deflection

Deflect strategically to focus your agents on high value/complex interactions and reduce contact volume, improving efficiency and increasing customer satisfaction.

## Digital Experience

Our solution allows for organic interactions across all digital touchpoints seamlessly. With smart channeling rules, you can choose how and when customers with real need are then brought into your support center and ensure that the digital customer experience is engaging, efficient, relevant and productive.

## Features

- **A.I. powered** personal experience
- Multiple **NLP** engines
- **Speech Recognition** engine
- Built in **Intelligence** engine
- Simplified **web based** GUI Bot builder
- **Drag and drop** conversation builder
- Unsupervised and supervised **machine learning**
- **Multi-channel** deployment (more than 34 languages)
- **Intent classification** engine
- **Web and customer** analytics
- **Out of the box** integration