

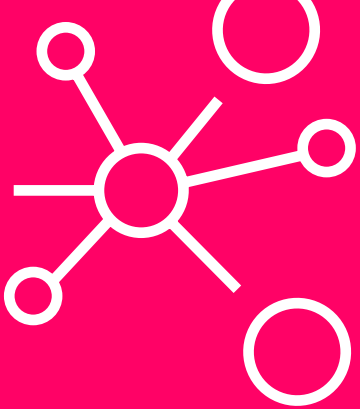
SOLUTION GUIDE



# Intelligent Virtual Agent Task Library

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How to automate customer care with  
AI-powered self-service



**Inference Studio offers a suite of pre-packaged self-service applications. You can use these applications as is, extend them, or build your own from scratch.**



# Task Library

## Things your virtual agent will be able to do

### Appointment Maker

For any business built around professional services, management of appointments can be a burden. Free up your staff and offer your clients a 24x7 hotline to schedule their own appointments. This app can be integrated easily with any existing calendaring system.

### Appointment Reminder

No-shows are a real problem for professional practices. Minimize no-shows without diverting your staff from other duties by creating an automated reminder system. The app is easy to customize with your branded message and integrate with your appointment system.

### Card Payments

Credit card payments are time consuming and expose your business to potential violations. Eliminate that risk with an automated PCI compliant task. The PCI Credit Card Payment task will allow customers to enter their credit card details and payment amount. Then it will process the payment, all over the phone, 24 hours a day.

### Collections

Get started with the Collections app to automate the process of following up on outstanding accounts. Draw debtor details from a spreadsheet or, if you prefer, integrate the solution with your billing system. This is an easy and economical way to manage debtors.

### Inbound Ticketing

Running a service desk requires supreme organization. The Inbound Ticketing app makes it simple to quickly create a solution that enables customers to choose self-service. When a human agent is required, a screen pop displays details of the account history and ticket status.

### Password Reset

This app offers an ideal solution to a common and costly problem: users can reset their system passwords without IT input. It's all automated using biometric security to authenticate each user by voiceprint, saving everybody time and frustration.

### Product Recall

Protect your brand by acting swiftly if a product recall is required. Use the Product Recall app to set up campaigns to deal with a range of situations. Look up data or integrate with other systems to create a 'ready-to-go' response. The assurance provided reflects well on the business in difficult times.

### QforMe

The QforMe app makes it easy to set up a service that allows customers to receive a callback rather than waiting on hold. Customers are delighted to receive this level of service; it's a valuable part of customer experience.



# Task Library

## Order Lookup

Provide customers with a 24-hour helpline to query order status. You don't have to roster more agents to work around the clock. The Order Lookup application means you can quickly create and deploy a self-service system, providing greater customer service at minimal cost.

## Service Activation

Easily create a customer service message to greet each new client with news of service activation, drawing data from a spreadsheet or through simple integration.

## Outage Notification

Make prompt service outage calls by automating the process through simple customization within the Outage Notification app. It's extremely easy to create a branded message to enhance the customer experience.

## Smart Attendant

Recognize customers with a personalized interaction, not a tree of menu options, by referring to data you already have. The Smart Attendant app makes it easy to integrate speech recognition and custom text-to-speech prompts based on location, preferences, and history.

## Smart Router

Call volumes vary with the day, time of day, seasons, and holidays. Use the Smart Router app to route calls based on a range of variables. This is the quick and smart way to implement intelligent call routing and enhance the customer experience.

## Snow Days

Use the Snow Days app to create any campaign where you need to quickly get a message out to a defined group with a minimum of fuss. Don't waste time fielding calls; get the message out first.

## Subscription Lookup

Offer customers a service to look up their membership details. Establish an automated service to provide a 24x7 helpline that simply queries records based on the member number.

## Subscription Reminder

Keep the customers you already have. Implement a reminder system to contact clients when membership nears expiry. The Subscription Reminder app makes it easy to get started and to create the right messaging to reflect your brand. Think laterally and create another campaign to offer special deals on landmark anniversaries.

## Support Ticket Update

The Support Ticket Update app makes ticketing even smarter by providing clients with updates via automated outbound calls. It's a simple, affordable way to keep customers informed. Create and initiate multiple campaigns, run from a spreadsheet, or integrate with other systems.

## Survey

Add an extra level of customer care with outbound surveys or present your employee satisfaction survey as a handy telephone poll. Multiple pre-made templates mean endless options for easy customization.



## Learn More

**Want to learn more about how we can help you improve customer service and support using virtual agents?**

**Visit [www.btl.net](http://www.btl.net) or call us at 01483 242526**



# Task Library

## Teleclock

The Teleclock solution is the smart choice for a remote timekeeping system. Field workers use a standard telephone to call in and clock on and off. Authentication is by voice biometrics, yet this solution is inexpensive and easy to set up.

## Text Alert Sign Up

A quick and easy way for your customers to sign up to receive your important alerts. Paired with our Outage Notification or Snow Day Apps (SMS and voice), the Sign Up App maintains a list of all your customers who want to receive important messages.

## Track + Trace

Track + Trace makes sense in a high volume call environment. The Track + Trace app means you can quickly create a self-service option yet retain the ability to speak to an agent where necessary.

## ZIP Code Router

Promote a unified brand presence and deliver personalized local service using the ZIP Code Router app. It's quick and simple to update the app to direct calls based on a caller's ZIP code. Enjoy the efficiency of centralization.

## Service Outage

Make prompt service outage calls by automating the process through simple customization of the application. It's easy to create a branded message to enhance the customer experience.

## Natural Language Call Steering

This is an inbound task that uses the caller's spoken phrase to determine a transfer destination. The task welcomes the caller and starts with the prompt "How can I help you today?" It provides a standard call steering data store for caller utterance and steering destination reports.

## Salesforce Lookup

This is a pre-packaged integration with Salesforce. It enables the virtual agent to read and write from the Salesforce CRM.

## MS Dynamics Lookup

This is a pre-packaged integration with Microsoft Dynamics. It enables the IVA to read and write from the Dynamics CRM.



**About Britannic Technologies**

Since 1984, we've been matching business problems with the right technology solutions. We provide reliable, secure networking, communications and digital solutions along with plenty of expertise to keep your business connected.

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