Intelligent Customer Assistant

Choose a chatbot solution both you and your customers can trust.

Customers today expect instant and personalized service, across a variety of channels, on a 24/7 basis. Businesses that fail to meet these expectations risk customer frustration, reduced revenues, and expensive contact center operations costs.

The solution? A top-of-the-line chatbot.

With Intelligent Customer Assistant (ICA), businesses can offer customers a convenient way to quickly resolve routine and common customer inquiries while saving time, reducing costs, and reserving agent resources for more complex, high-touch interactions.

AI at your fingertips

ICA is a powerful, user-friendly conversational AI platform that allows your business to deliver effective self-service experiences across all channels to resolve a wide range of customer inquiries, both simple and complex.

Conversational AI has changed the game for self-service. As the technology improves and becomes more accessible to the public, customers are recognizing that they can trust digital self-service technology to resolve many issues quickly and easily.

Frictionless self-service = increased adoption

With every digital self-service interaction that is successfully resolved leveraging Conversational AI, a virtuous cycle is enacted. Customers come to trust they can resolve issues without reaching out to a live agent, and the business can trust that their customers' issues are being resolved, while enjoying a lower total cost of operations.

Key benefits

- **Faster resolution** that delivers personalized engagement and end-to-end automation for fast service and increased FCR

- **Lower TCO** with proven task automation for deflection of routine and common inquiries

- **Minimize ongoing maintenance costs** with simple admin and tuning tools

- **Provide IT independence**—business users can easily manage on-going changes and updates with a user-friendly, graphical no-code designer

- **Take action with powerful analytics** that provide insights and recommendations for 360° performance optimization

- **Rapid extensibility** with 50+ out-of-the-box integrations for fast and easy connections to existing systems

- **Reduce agent workload** to focus on more high touch, impactful service interactions

For more information, visit 8x8.com.

Rapid service with accuracy and personalization

Deliver instant service without compromise. Personalize every customer interaction by immediately identifying users and where they are in their journey. ICA stays connected to your CRM, pulling in relevant customer context to deliver accurate, personalized responses.

What's more, ICA allows you to reduce customer frustration by helping eliminate blind transfers. When escalating from self to assisted service, ICA delivers complete customer context and bot interaction details to the agent, empowering them to deliver personalized, effortless experiences.

Jumpstart quality, cost-effective service

With the ability to direct customers to an always-available intelligent bot, you gain significant cost containment. And by freeing up agents from repetitive interactions, your interaction quality improves, along with agent satisfaction and engagement.

Plus, a single chatbot can be built quickly and deployed instantly across any channel (i.e., WhatsApp, SMS, web chat, etc.) with graphical scripting tools. By combining the ease of scripting with over 50+ turnkey integrations, you can deploy chatbots without the need for intensive IT involvement.

Transform your contact center operations and up-level customer experiences with the endless possibilities of conversational AI all within reach.

Product highlights

- Out-of-box templates
- Graphical, click & add scripting tools
- Built-in, comprehensive analytics solution
- Prebuilt connectors to 25+ channels/ applications
- Rich media content widgets
- Real-time translation with over 130 supported languages
- Customizable dashboards
- Customer journey insights through every step in the bot experience
- NLU flags for performance recommendations

Effortless service. Trusted results.