



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

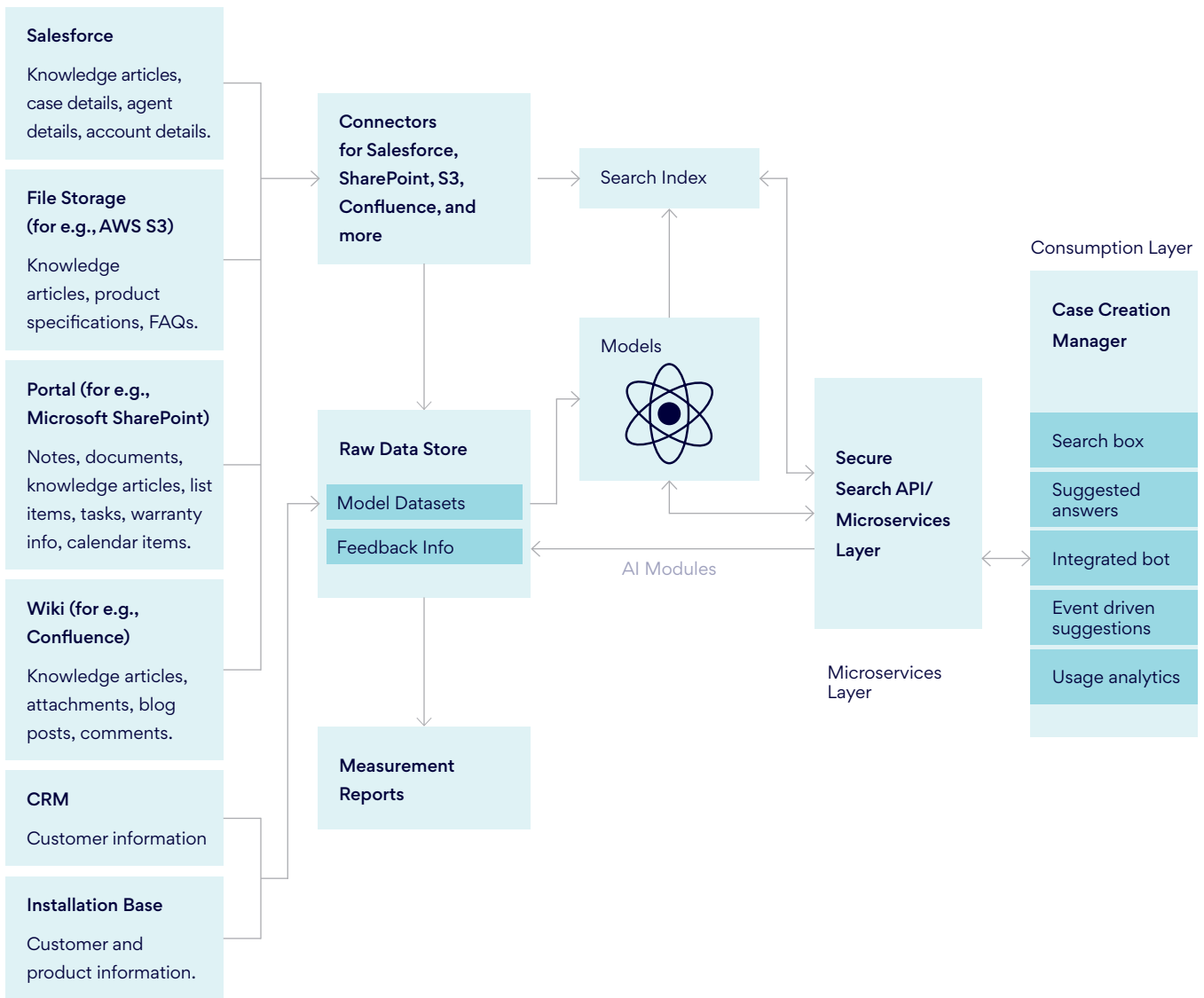
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Persistent's AI-driven case deflection solution helps you provide faster issue resolution and elevates customer satisfaction by letting customers quickly resolve issues immediately all by themselves. Using AI-driven cognitive search and connectors 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

We are a trusted Digital Engineering and Enterprise Modernization partner, combining deep technical expertise and industry experience to help our clients anticipate what's next. Our offerings and proven solutions create a unique competitive advantage for our clients by giving them the power to see beyond and rise above. We work with many industry-leading organizations world-wide including 14 of the 30 most innovative US companies, 80% of the largest banks in the US and India, and numerous innovators across the healthcare ecosystem. Our company fosters a values-driven and people-centric work environment. Our strength of over 22,500+ employees is spread over 18 different countries across the globe.

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