



ADVANCED CUSTOMER ENGAGEMENT FOR FINANCIAL SERVICES

VIDEO TRANSCRIPT

Each year the volume of contact with call centers increases by 10 percent within the financial sector with customers often experiencing arduous and time-consuming calls costing institutions unnecessary time and money.

Accenture offers a solution Advanced Customer Engagement, ACE for short, by harnessing data and implementing advancements in AI, Accenture can future proof your customer experience by delivering context-driven responses.

And with ACE's ability to identify specific customer needs particularly in sensitive moments such as bereavement and financial difficulty, the system will direct customers to a fully briefed agent.

As well as being able to predict and prevent high contact center volume, ACE's call deflection tool diverts demand to synchronous channels such as WhatsApp.

Reducing call time whilst increasing efficiency and revenue.

Would you like me to connect you to the digital assistant?

Yes, please.

No problem, Jane. I'll ask the digital assistant to get in touch using the number you provided to our bank please check your WhatsApp.

These are just some of ACE's evolving components.

And as a proposition is technology agnostic.

Looking forward to 2022, it is estimated that chatbots can help banks automate up to 90% of their customer interactions.

And by 2025, Artificial intelligence is expected to power 95% of customer interactions.

Accenture can help you deflect contact center demand by 50 to 70%.

It's time for Advanced Customer Engagement.

ACE by Accenture.

Copyright © 2020 Accenture
All rights reserved.

Accenture, its logo, and High
Performance Delivered are
trademarks of Accenture.