

Achieving CX & EX Excellence:

AI Business Automation Use Cases with Conversational and Generative AI Solutions Featuring Our Game-Changing AI Agents





Customer Experience (CX) Business Use Cases for AI Automation



Business Use Case	Task/Intents	AI Agent Activity	Expected Outcomes	% of Improvements
Customer Service Inquiries	Provide quick and accurate responses to customer queries.	Automated FAQ responses, handling common customer queries	Faster response times, Increased customer satisfaction	30% faster responses, 25% increase in customer satisfaction
Order Tracking	Enable customers to track their orders in real time.	Order status updates, shipment tracking, and delivery notifications	Reduced customer inquiries, Better customer engagement	20% reduction in inquiries, 10% increase in customer retention
Appointment Scheduling	Streamline appointment booking and rescheduling.	Automated scheduling and rescheduling of appointments	Increased bookings, Fewer missed appointments	15% increase in appointments, 12% reduction in missed appointments
Complaint Handling	Resolve customer complaints swiftly and effectively.	Automated complaint intake, issue resolution, follow-up	Reduced complaint resolution time, Improved customer experience	40% reduction in resolution time, 20% increase in satisfaction
Product Recommendations	Offer personalized product suggestions based on preferences.	Personalized product recommendations based on past behavior	Increased upselling and cross-selling, Increased sales	25% increase in average order value, 18% increase in conversions
Survey and Feedback Collection	Automate feedback collection for improved service.	Automated survey sending, data collection	Improved data collection, Better insights into customer satisfaction	35% more responses, 15% improvement in service quality
Inbound Call Handling	Automate answering and directing inbound calls.	Automated responses, routing calls to appropriate agents	Reduced call handling time, Increased agent efficiency	25% increase in agent efficiency, 20% reduction in call handling time
Outbound Call Handling	Automate outbound calls for appointment reminders, surveys, and follow-ups.	Automated reminders, follow-up calls	Increased customer engagement, Reduced missed appointments	15% increase in customer engagement, 20% reduction in missed appointments



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Sales Follow-Up Automation	Automate follow-up communication with leads.	AI-driven follow-up emails and reminders based on lead status.	Improved lead engagement, Faster follow-ups.	25% increase in response rate, 20% reduction in missed follow-ups.
Marketing Campaign Analytics	Provide real-time insights on campaign performance.	Automated data analysis and campaign performance reporting.	Better decision-making, Optimized ad spend.	30% improvement in campaign ROI, 20% faster analysis.
Finance Invoice Query Resolution	Address common invoice-related customer inquiries.	AI chatbot to resolve invoice disputes and clarify queries.	Faster resolution, Improved customer satisfaction.	35% reduction in resolution time, 25% improved accuracy.
Product Return Automation	Streamline the product return and refund process.	AI-managed return authorization and status updates.	Faster return approvals, Improved transparency.	40% reduction in approval time, 30% better customer satisfaction.
Cross-Sell and Upsell Recommendations	Suggest additional products/services during interaction.	AI identifies and suggests relevant upsell opportunities.	Increased revenue per interaction, Higher sales.	20% increase in upsell success, 15% higher order value.



Employee Experience (EX) Business Use Cases for AI Automation



Business Use Case	Task/Intents	AI Agent Activity	Expected Outcomes	% of Improvements
IT Helpdesk Support	Provide instant resolution for IT-related queries and issues.	Automated IT support for common issues like password resets	Faster issue resolution, Reduced IT ticket volume	25% reduction in ticket resolution time, 15% reduction in support tickets
HR Support	Automate HR-related queries and requests (leave, benefits, etc.).	Automated responses to HR queries	Reduced HR workload, Increased employee engagement	30% reduction in HR queries, 20% improvement in HR process efficiency
Employee Onboarding	Streamline the employee onboarding process for new hires.	Automated document collection, training scheduling	Faster onboarding, Increased employee satisfaction	40% faster onboarding, 25% improvement in new hire engagement
Internal Knowledge Sharing	Provide employees with quick access to internal resources.	Knowledge base access, internal FAQs	Increased productivity, Better knowledge retention	20% reduction in time spent searching for information, 15% increase in internal knowledge sharing
Travel and Expense Management	Automate employee travel and expense claim processes.	Automated expense reporting, travel approvals	Reduced processing time, Better expense tracking	35% reduction in expense approval time, 20% decrease in administrative costs
Search Experience	Enhance search functionality for internal tools and resources.	AI-powered semantic search, contextual recommendations	Faster access to relevant information, Improved user satisfaction	25% reduction in time spent searching, 20% increase in search accuracy
Scheduling and Calendar Management	Simplify scheduling of meetings, training, and appointments.	Automated scheduling and meeting reminders	Improved scheduling efficiency, Fewer scheduling conflicts	30% reduction in scheduling conflicts, 15% increase in meeting productivity



Employee Experience (EX) Business Use Cases for AI Automation

Business Use Case	Task/Intents	AI Agent Activity	Expected Outcomes	% of Improvements
Sales Performance Dashboard	Provide sales teams with real-time performance insights.	AI-generated sales performance analytics dashboards.	Improved visibility, Data-driven decisions.	30% improvement in decision speed, 25% more accurate forecasts.
Marketing Asset Management	Organize and manage digital marketing assets efficiently.	AI categorizes and tags assets for easy retrieval.	Reduced search time, Better resource utilization.	25% faster access to assets, 20% reduced duplication.
Finance Expense Management Automation	Automate submission and approval of expense reports.	AI validates and approves expense reports.	Faster approvals, Reduced errors.	35% faster processing, 25% fewer discrepancies.
Development Code Review Automation	Automate code reviews to detect potential errors early.	AI reviews and suggests fixes for code issues.	Higher code quality, Reduced debugging cycles.	30% fewer bugs, 25% faster code approval.
IT Asset Lifecycle Management	Track and manage IT assets across their lifecycle.	AI automates inventory management and predicts upgrades.	Optimized resource allocation, Reduced downtime.	20% longer asset lifespan, 25% cost savings.

1 Our Game-Changing AI Agents



AI Agent	Purpose	Key Capabilities	Expected Outcomes	% of Improvements
Customer Service AI Agent	Deliver exceptional support across chat, email, and voice channels, ensuring seamless customer experiences.	<ul style="list-style-type: none"> - Handle customer inquiries 24/7. - Automate ticket creation and escalation. - Provide multilingual support for global users. 	Enhanced customer satisfaction. Faster resolution times.	30% quicker response rates.
Contact Center AI Agent	Automate customer interactions and assist live agents in resolving queries efficiently.	<ul style="list-style-type: none"> - Real-time call transcription. - Intelligent call routing. - Post-call summaries and actionable insights. 	Improved first-call resolution. Reduced average handling time.	25% boost in efficiency.
Sales AI Agent	Accelerate the sales process with intelligent lead management and personalized recommendations.	<ul style="list-style-type: none"> - Qualify and nurture leads. - Schedule meetings and automate follow-ups. - Offer real-time product recommendations. 	Higher lead conversion rates. Reduced sales cycle time.	20% increase in revenue potential.
HR AI Agent	Simplify recruitment, onboarding, and employee self-service processes.	<ul style="list-style-type: none"> - Automate candidate screening and interview scheduling. - Answer HR-related queries instantly. - Provide step-by-step onboarding support. 	Enhanced HR productivity. Improved candidate experience.	25% faster hiring processes.
IT Support AI Agent	Enhance IT operations by automating troubleshooting and system monitoring.	<ul style="list-style-type: none"> - Reset passwords and install software autonomously. - Monitor system health and predict maintenance. - Offer self-service IT support for employees. 	Reduced IT downtime. Streamlined support processes.	30% reduction in tickets.

AI Agent	Purpose	Key Capabilities	Expected Outcomes	% of Improvements
Marketing AI Agent	Optimize marketing campaigns with data-driven, personalized customer engagement strategies.	<ul style="list-style-type: none"> - Automate email campaigns and A/B testing. - Analyze customer behavior and preferences. - Optimize ad placements and budget allocation. 	Higher campaign ROI. Improved customer retention.	20% boost in engagement.
Healthcare AI Agent	Streamline patient management and enhance operational efficiency for healthcare providers.	<ul style="list-style-type: none"> - Automate appointment scheduling and reminders. - Provide virtual triage and health advice. - Assist with claims processing and insurance verification. 	Improved patient satisfaction. Fewer missed appointments.	30% better patient adherence.
Logistics & Supply Chain AI Agent	Optimize supply chain management with real-time monitoring and decision-making capabilities.	<ul style="list-style-type: none"> - Track shipments and optimize delivery routes. - Monitor inventory levels and automate reordering. - Predict and mitigate supply chain disruptions. 	Improved delivery accuracy. Lower logistics costs.	25% reduction in delivery delays.
Financial AI Agent	Automate financial processes with real-time reporting and predictive insights.	<ul style="list-style-type: none"> - Process invoices and manage vendor communications. - Provide budget tracking and financial reporting. - Analyze market trends for strategic planning. 	Enhanced financial accuracy. Reduced manual effort.	30% faster financial operations.
Retail AI Agent	Personalize shopping experiences and automate retail operations for maximum efficiency.	<ul style="list-style-type: none"> - Recommend products based on customer preferences. - Manage loyalty programs and promotions. - Provide real-time inventory updates. 	Improved customer satisfaction. Higher conversion rates.	25% boost in customer engagement.
R&D AI Agent	Empower research teams to analyze data and manage experiments effectively.	<ul style="list-style-type: none"> - Preprocess large datasets for analysis. - Predict outcomes and optimize experiments. - Generate detailed reports for stakeholders. 	Accelerated research cycles. Enhanced data accuracy.	30% faster analysis times.

AI Agent	Purpose	Key Capabilities	Expected Outcomes	% of Improvements
Procurement AI Agent	Automate vendor management and streamline procurement workflows.	<ul style="list-style-type: none"> - Compare vendor quotes and suggest optimal choices. - Automate purchase orders and supplier communication. - Manage inventory replenishment seamlessly. 	Reduced procurement time. Improved cost savings.	20% faster purchase cycles.
Education AI Agent	Enhance learning experiences and streamline administrative processes in education.	<ul style="list-style-type: none"> - Offer virtual tutoring and student assistance. - Automate class scheduling and reminders. - Track and report student performance. 	Improved student engagement. Streamlined education management.	25% increase in completion rates.
Manufacturing AI Agent	Optimize production efficiency and streamline maintenance tasks for manufacturers.	<ul style="list-style-type: none"> - Predictive maintenance for equipment. - Optimize production schedules. - Monitor factory performance metrics. 	Reduced production downtime. Increased operational efficiency.	30% reduction in maintenance costs.
Energy & Sustainability AI Agent	Drive energy efficiency and support sustainability initiatives seamlessly.	<ul style="list-style-type: none"> - Monitor energy consumption and suggest optimizations. - Plan renewable energy initiatives. - Automate sustainability compliance reporting. 	Improved energy efficiency. Enhanced regulatory adherence.	20% energy savings.
Virtual Personal Assistant AI Agent	Assist professionals in managing tasks, schedules, and productivity.	<ul style="list-style-type: none"> - Organize calendars and set reminders. - Prioritize tasks for maximum efficiency. - Provide actionable productivity insights. 	Improved time management. Boosted personal productivity.	25% faster task completion.
Compliance & Legal AI Agent	Ensure regulatory compliance and streamline legal workflows efficiently.	<ul style="list-style-type: none"> - Review contracts and highlight potential risks. - Monitor compliance adherence. - Automate legal documentation processes. 	Improved compliance accuracy. Faster document reviews.	20% fewer compliance violations.



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Thank you!